

Pre-Bid Proceedings -1

RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System



Surat Smart City Development Limited

Pre-Bid Proceedings-1

RFP No.: SSCDL-ERP-RFP-01-2017

The queries raised and given by bidders, but the clarifications are not made in this online pre-bid proceedings shall be considered to remain unchanged as per the terms and conditions mentioned in the original RFP documents or Addenda & Corrigenda

| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|---|---|--|---|--|
| 1 | 2.1.1, ERP Off-The-shelf core modules, Page - 16 | a. Financial Management, Asset accounting, Grants & Investments b. Human Resource, Payroll & Employee self-service c. Procurement, Material Management & Vendor Management d. Project & Portfolio Management e. Enterprise Asset Management with Planned Maintenance f. Water utility & Billing | Kindly provide details of the reports desired in the Core modules. | High level requirements are provided in section 2.2 for estimation. Detailed requirements will be finalized during Business blueprint phase. |
| 2 | 2.1.2, Citizen Portal, Page - 17 | Citizen Services Portal functionalities | Whether this portal is desired to be an SAP Portal or is it some different non SAP development. | Please refer Addendum & Corrigendum. |
| 3 | 2.3, Integration Requirements, Page - 64 | Various Modules to Be integrated to TO BE solution | Kindly provide the data that will be exchanged with various mentioned modules from ERP. Provide more details on the mentioned modules that needs to be integrated. | Metadata and type and level of integration of the existing module with the proposed solution will be finalized during project preparation and business blueprint stage |
| 4 | 2.4, OEM ALIGNED AND APPROVED IMPLEMENTATION STRATEGY, Page -66 | Automated Testing and Management of Defects | Kindly suggest who will bear the cost of software license in case of test automation tool and test management tool. As it has been mentioned as below in RFP : <i>This will be part of SI's capability and</i> | Please refer page 67, section 2.4.1 |

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| | | | <i>proposal technical evaluation parameter as defined in section 6.2. No separate charges to be passed on to SMC/ SSCDL.</i> | |
| 5 | 2.4.7 , Capacity Building & Training, Page - 73 | Class of Employees | Kindly provide details of the number of end user to be trained per Class 1/2/3. | Bidder as part of Implementation has to prepare the training plan as deliverable and to be approved by SMC |
| 6 | 2.4.8, Capacity Building & Training, Page - 73 | g. Selected system integrator would be required to provide training videos/ computer based training (CBT) material to SMC which can be used for training and to be handed over to SMC for training its users from time to time. | Does use of videos a must in training , as we use inteactive presentations for such trainings based on the audience matuarity level. | RFP terms prevail |
| 7 | 2.4.9, Capacity Building & Training, Page - 74 | The trainers imparting the training should be well versed in English and Gujarati language. | Is it mandatory for a trainer to inteact in Gujrati. | The trainers imparting the training should be well versed in English and Gujarati/Hindi language. |
| 8 | 1, Introduction, Page- 11 | IBM has been chosen as the Project Management Consultant (PMC) by SMC. | Pls elaborate on the role of IBM (PMC) during the execution of the project. | PMC role will be to assist SMC by Program Management and Vendor Management |
| 9 | 2.1.1 , ERP Off-The-shelf core modules, Page - 17 | Pensioner - 6365 | Will pensioner details be part of scope? Will they have access to the ESS? | Pensioner details will be part of the scope. Pensioner will not have access to ESS directly. |
| 10 | 2.1.1, ERP Off-The-shelf core modules, Page - 17 | SMC being an asset-intensive organization with assets like bridge, roads, vehicles, street lights, buildings, billboards, and equipment etc., requirement is to describe, display and manage assets with a GIS-based interface. | What is the current GIS that is implemented? | Currently SMC is using iGIS platform. |
| 11 | 2.1.2, Citizen Services, Page - 18 | a. Complaint Management / Grievance redressal mechanism | Is Mobile application needed only for field employees? | Please refer Addendum & Corrigendum. |

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| 12 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 21 | Ability of the system with Interface with various third party software / tools & Legacy systems | Pls elaborate on the list of third party systems and legacy systems | Existing applications are developed on VB .NET, ASP.NET, C #, VB and backend used is MS SQL 2012 |
| 13 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 21 | Ability to record and do inter-company / inter-unit accounting for the transactions and report balances. | Kindly mention the number of legal entities in scope? Are SMC and SSCDL 2 different legal entities? | Please refer Addendum & Corrigendum |
| 14 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 23 | Ability to advice bank for bank payments through RTGS etc. to vendor accounts and receive confirmation from Bank once the payment is made | Is direct integration/interface with Bank required? | Yes |
| 15 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 25 | Ability to store the previous budgeted data (About 5 years) | Only budget for last 5 years is required on all financial data for last 5 years is required. Please elaborate on the historical data which needs to be migrated | The data available in existing backend systems, need to be migrated. |
| 16 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 27 | Provides Web portal communication to all people in the organization | Does this include pensioners also? | Pensioner access to ESS is not envisaged |
| 17 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 35 | Tendering | Is Reverse Auction also in scope? | E-Tendering / E-procurement is not in scope and existing legacy system will continue to be used. Interface from existing system might be required for flow of information between legacy and ERP system. |
| 18 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 39 | Facility to import Project Activity Networks exported from commonly-used Project Management Packages such as Primavera, Microsoft Project, etc. | What is current Project Management tool being used? Is it expected to interface with ERP Project management tool. | The current Project Management tool is custom build solution using ASP.NET aimed only to track project status at high level. This tool will |

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| | | | | retire after ERP project management tool is live. |
| 19 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 40 | Ability to provide dashboard view of status of all projects with ability to drill down | How many dashboards would be in scope? | High level requirements are provided in section 2.2 for estimation. Detailed requirements will be finalized during Business blueprint phase. |
| 20 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 45 | Capability to create new complaints through screen input, email receipt, SMS receipt and event triggers from other systems | Please confirm the complaints would be created manually in the ERP once it is received through email or SMS | For email & SMS based complaints, expectation is manual complaint creation. Bidder may propose automation wherever possible. |
| 21 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 48 | Generate receipts/ licenses/ certificates and duplicate copies on successful completion of for all type of payments both in Gujarati and English based on account preference | Are all forms (print outs)/ reports to be made available in Gujarati and English? | RFP terms prevail. Based on the requirement the content is required to be made available in English and/or Gujarati. |
| 22 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 48 | All citizen communication outputs required in both Gujarati & English language | Is the Portal also to be available in Gujarati language? | RFP terms prevail. The portal should have support for English & Gujarati and based on the requirement the content is required to be made available in English and/or Gujarati. |
| 23 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 50 | Reminders through SMS/e-mail for professional tax payment due and notifications for renewal and generate receipt for the payment made. | Please confirm that procurement of SMS gateway and installation would be with SMC's responsibility | Yes understanding is correct. SMC will provide the API for SMS gateway integration. |
| 24 | 2.2, MODULE WISE FUNCTIONAL REQUIREMENTS, Page - 61 | LDAP & Single Sign On | Apart from Single Sign on, Is SMC also looking at Identity Access Management? | RFP terms prevail |

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| 25 | 2.3, INTEGRATION REQUIREMENTS, Page - 65 | Existing Applications | Will all the mentioned "Existing Applications" exist after the implementation of ERP and E-Governance applications. Or SMC/SCCDL is expecting some applications to retire | Applications whose functionalities are covered under ERP will retire/sunset after successful ERP implementation whereas others will be retained. |
| 26 | 2.3, INTEGRATION REQUIREMENTS, Page - 65 | Existing Applications | Please provide the details of the "Existing Applications" (eg the platform on which it is built and functionalities" | Existing applications are developed on VB .NET, ASP.NET, C #, VB and backend used is MS SQL 2012 |
| 27 | 2.4.3, Realisation, Page-69 | Change Management & Training | Is Organisation Change Management in scope or Change Management only includes Training | RFP terms prevail |
| 28 | 2.4.3, Realisation, Page-69 | Change Management & Training | How many Training Locations? What would be the batch size? | Bidder as part of Implementation has to prepare the training plan as deliverable and to be approved by SMC. |
| 29 | 2.4.4, Final Preparation, Page - 70 | Data migration will include Data cleansing and preparation, Extracting Master and Transactional data from legacy applications, transforming the data into the necessary format to load into Quality & Production servers, | Please provide the details of the "Existing Applications" (eg the platform on which it is built and functionalities" | Existing applications are developed on VB .NET, ASP.NET, C #, VB and backend used is MS SQL 2012 |
| 30 | 2.4.4, Final Preparation, Page - 70 | For successful data migration, selected SI may have to procure any software which may be required for data migration at no additional cost to the authority. | The choice to have the software will be entirely with System Integrator. Please confirm. | Yes understanding is correct |
| 31 | 2.4.5, Go-Live and Hypercare Support, Page - 71 | Necessary DR setup will be required to be done as and when the DR site is ready and made available by SMC at no extra cost. | When is the DR site expected to be ready? | DR site setup is a project under planning stage by SMC |

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| 32 | 2.4.6, Release Management, Page - 72 | In case of any upgrade in hardware, OS and database upgrade, selected SI has to migrate the solution to new version, limited to a maximum of five times for each category within the contract period. | Five upgrades is a high number for 7 years duration. Kindly restrict the upgrades to 2. | RFP terms prevail |
| 33 | 2.5, POST IMPLEMENTATION SUPPORT AND MAINTENANCE, Page - 75 | As part of the delivery of the solution it is expected that the Bidder shall provide Post Go Live Support (“PGLS”) for the solution post first Go-Live Release 0 till completion of total contract period of seven years. | What is release 0 and 1? Please elaborate on the Release Strategy. | SMC expects proposals from bidders in relation to logical phasing of these modules and part of technical presentation evaluation. Final decision will be taken during initial phase of project preparation. |
| 34 | 6.1.2, Pre-Qualification Criteria - System Integrator, Page - 105 | The prime bidder should have average turnover of minimum INR 150 crores in last three financial years | Request to enhance the minimum turnover criteria to INR 2000 Crore | RFP terms prevail |
| 35 | General | project Location | Kindly confirm the project location is in Surat and there will be only one project office | Project location will be Surat. Project office will be based out of SMC premises. |
| 36 | General | Travel | Will there be any travel outside Surat? | Travel outside Surat is not required. However in certain cases, where representation from SI is required outside Surat the same will be done by SI. |
| 37 | 2.5.1, Post Go-live Support, Page - 75 | Minimum Required onsite support: The dedicated team of one functional consultant for each module (Finance, HR, Payroll, Asset management, Project Management, Water Utility, Revenue Tax management & CRM service, Property Tax, other Citizen Services, E-office applications), total 10 functional | The Minimum deployment during post go-live phase to be 10 functional + 4 technical consultants to be provided. Rest other module/skill set consultant will work from Bidder Offshore Delivery center. Please confirm if this understanding is correct. | The mentioned consultants are minimum onsite requirement of resources for first three years. Bidder may deploy additional resources based on the module maturity, issues faced, user adoption etc. to meet the KPIs and SLA requirements. Other |

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| | | consultants along with four developers is requested onsite for first three years | | resources from bidder's support team may work from bidder's offshore delivery center in India. |
| 38 | 2.5.1, Post Go-live Support, General | Post Go-live Support | Please confirm onsite location for providing the centralized support? | Location will be SMC premises |
| 39 | 2.5.1, Post Go-live Support, General | Post Go-live Support - Service Window | Bidder shall provide centralized support with service window coverage of 8x5 (Mon to Friday) however for S1 incidents the support shall be provided 24x7. Please confirm if bidder shall consider this understanding | Service window will be as per business hours of SMC. For any P1 incident 24*7 SLA will be applicable. |
| 40 | 2.5.1, Post Go-live Support, General | Minimum Required onsite support: The dedicated team of one functional consultant for each module (Finance, HR, Payroll, Asset management, Project Management, Water Utility, Revenue Tax management & CRM service, Property Tax, other Citizen Services, E-office applications), total 10 functional consultants along with four developers is requested onsite for first three years | During the 4th year of Post Go-live support and Bidder propose lean onsite (@SMC location) support and maximum Offshore support from Bidder's Offshore delivery center? | Bidder need to ensure resource availability/support based on the module maturity/stability, issues faced, user adoption etc. to meet the KPIs and SLA requirements post third year. |
| 41 | 2.5.3, Service Management process, Page - 76 | It is envisaged that SMC would have its own IT help desk. The SMC admin team/ L1 support help desk is envisaged to log tickets for issues noticed in the solution by the citizens/others. | Please confirm SMC IT Team will own the responsibility of setting up and managing the Helpdesk (logging of the incidents on behalf of the End Users) on it's own or Bidder has to setup up helpdesk team for logging the tickets on behalf of the end users. | ITSSM tool need to be implemented by Bidder, the manpower to use the tool will be provided by SMC to log tickets for issues noticed in the solution by the citizens/others. |
| 42 | 2.5.3, Service Management process, Page - 76 | Minor changes (< 40 hours of effort) | Is Bidder expected to consider the Minor changes also as part of support scope? Bidder intend to propose fixed capacity for handling such changes. Please provide your understanding on the same. | Minor and major enhancement will be assigned to onsite support team |

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| 43 | 2.5.3, Service Management process, Page - 77 | Major Enhancements and Planned Projects need to be aligned to a release. SMC intends to follow two Major releases per year along with three Just in Time releases only to cover TLS (Tax, Legal & Statutory) requirements and any urgent demand/requirement from SMC. However, in case of urgent requirement, the release will be done prior to above stated time line. | As mentioned in RFP, Bidder shall consider 5 Major enhancements per Year i.e,two Major releases per year + three Just in Time releases only to cover TLS (Tax, Legal & Statutory) requirements and any urgent demand/requirement from SMC. Please confirm if this understanding is correct? | RFP terms prevail |
| 44 | 2.5.3, Service Management process, General | Planned projects (> 180 hours of efforts) | Planned projects are time bound projects and therefore such will be separate projects. Implementation of such efforts will be additionally charged. Please confirm if this understanding is correct. | Yes planned projects if identified any, will be additionally charged |
| 45 | 2.5.3, Service Management process, General | System Administration | Bidder assumes that System Administration support will be taken care by SCM IT team , however only escalated incidents /calls will be reported to Bidder for resolution | The necessary system administration for systems in SI scope will remain responsibility of bidder |
| 46 | 2.5.3, Service Management process, General | System Administration | Bidder assumes that Database support will be taken care by SCM IT team , however only escalated incidents /calls will be reported to Bidder for resolution | The necessary database administration for systems in SI scope will remain responsibility of bidder |
| 47 | 2.5.3, KPI's | Measurement of KPI's - Availability of Services uptime - 99.9 % | This may not be applicable as it is dependency on network and Infrastructure implemented. Request to SMC to revise the measurement criteria and remove penalty clause from the KPI ? | RFP terms prevail, KPI will be applicable to bidder based on scope of bidder |
| 48 | 2.5.3, KPI's | Number of incidents raised per month 15 - 35 | This may not be applicable as it is dependency on network and Infrastructure implemented. Request to SMC to remove penalty clause from the KPI ? | RFP terms prevail, KPI will be applicable to bidder based on scope of bidder |

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| 49 | 2.5.3, KPI's | User Adoption | User adoption is the Organizational (SMC) change management to ensure the employee starts using the new system for operational activities. However Bidder can provide assistance and support as and required by SMC and therefore Bidder shall not be accountable for such KPI. request SMC to reconsider and delete the same. | RFP terms prevail |
| 50 | 9, Agreement, Page - 11 | “Agreement” means the legal agreement including, without limitation, any and all Appendix thereto, which will be entered into between SSCDL and the Successful Bidder for design, development, integration, implementation, operation, maintenance, and management of Implementation and post implementation support of Enterprise Resource Planning. The terms of this RFP, along with any subsequent amendments at any stage, shall become part of this Agreement. | “Agreement” means the legal agreement including, without limitation, any and all Appendix thereto, which will be entered into between SSCDL and the Successful Bidder for design, development, integration, implementation, operation, maintenance, and management of Implementation and post implementation support of Enterprise Resource Planning. The terms of this RFP, along with any subsequent amendments at any stage, shall become part of this Agreement. | RFP terms prevail |
| 51 | 2, Scope of Work- As per RFP, Page - 71 | As part of different phases and key activities mentioned above, the SI is also expected to deploy the application software and other software required for successful implementation of integrated system at data center of SMC. Necessary DR setup will be required to be done as and when the DR site is ready and made available by SMC at no extra cost. The database administration, server administration, security administration, user administration and tasks arising due to software version upgrade or | As part of different phases and key activities mentioned above, the SI is also expected to deploy the application software and other software required for successful implementation of integrated system at data center of SMC. Necessary DR setup will be required to be done as and when the DR site is ready and made available by SMC at no extra cost. The database administration, server administration, security administration, user administration and tasks arising due to software version | RFP terms prevail |

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| | | hardware upgrade will be the responsibility of SI for the solution deployed as part of this project. | upgrade or hardware upgrade will be the responsibility of SI for the solution deployed as part of this project. <u>However such upgrades/updates shall be effective by a written change order and at an additional cost.</u> | |
| 52 | 2, Scope of Work- As per RFP, Page - 72 | Every even numbered release is recommended to include technical patch upgrade as well as enhancement pack upgrade to [latest patch level – 1] as on start of release alignment cutoff date. The upgrade process should be followed from the release 2 onward. Any associated cost of this upgrade and corresponding release management should be added as part of monthly support charges and no additional change request would be considered for the same during the contract period. The patch upgrade should be done with proper impact assessment, report on additional features and functional outcomes followed by approval from SMC. | Every even numbered release is recommended to include technical patch upgrade as well as enhancement pack upgrade to [latest patch level – 1] as on start of release alignment cutoff date. The upgrade process should be followed from the release 2 onward. Any associated cost of this upgrade and corresponding release management should be effective by added as part of monthly support charges and no additional change request would be considered for the same during the contract period. The patch upgrade should be done with proper impact assessment, report on additional features and functional outcomes followed by approval from SMC. | RFP terms prevail |
| 53 | 2.6.1, Timelines & Deliverables, Page - 78 | The following is an indicative list of deliverables and milestones for the Bidder, assuming that the engagement starts at time T (Signing of LOA/ Issuance of Work Order + 20 Days). The bidder is required to be clearly indicating the release wise time schedule in the proposal. The development process will be reviewed regularly as per the time schedule | The following is an indicative list of deliverables and milestones for the Bidder, assuming that the engagement starts at time T (Signing of LOA/ Issuance of Work Order/ execution of Contract + 20 Days [whichever is later]). The bidder is required to be clearly indicating the release wise time schedule in the proposal. The development process will be reviewed regularly as per the time schedule | RFP terms prevail |

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| 54 | 2.6.11.g, Penalty, Page - 83 | The decision of CEO/Chairman of SSCDL will be final and binding in case of the percentage of penalty to be applied, imposed in all the above cases to the bidder. | The decision of CEO/Chairman of SSCDL will be final and binding in case of the percentage of penalty to be applied, imposed in all the above cases to the bidder. | RFP terms prevail |
| 55 | 2.6.12, Limitation of Liability, Page - 84 | <p>a) Except in case of gross negligence or willful misconduct on the part of the bidder or on the part of any person or Firm acting on behalf of the bidder in carrying out the Services, the Bidder, with respect to damage caused by the Bidder to the SSCDL/SMC's property, shall not be liable to the SSCDL/SMC:</p> <p>I. for any indirect or consequential loss or damage; and</p> <p>II. for any direct loss or damage that exceeds a fixed amount equal to total price submitted online as part of Appendix 2.</p> <p>b) This limitation of bidder shall not affect the bidder's liability, if any, for damage to Third Parties caused by the bidder or any person or Firm acting on behalf of the bidder in carrying out the Services or any obligation of the bidder to indemnify the Authority with respect to intellectual property rights infringement claims.</p> | <p>a) Except in case of gross negligence or willful misconduct on the part of the bidder or on the part of any person or Firm acting on behalf of the bidder in carrying out the Services, the Bidder, with respect to damage caused by the Bidder to the SSCDL/SMC's property, shall not be liable to the SSCDL/SMC:</p> <p>I. for any indirect or consequential loss or damage; and</p> <p>II. for any direct loss or damage that exceeds a fixed amount equal to total price submitted online as part of Appendix 2. <u>Notwithstanding anything contrary elsewhere mentioned herein the Contract, the aggregate liability of SI shall be limited to total price.</u></p> <p>b) This limitation of bidder shall not affect the bidder's liability, if any, for damage to Third Parties caused by the bidder or any person or Firm acting on behalf of the bidder in carrying out the Services or any obligation of the bidder to indemnify the Authority with respect to intellectual property rights infringement claims.</p> | Please refer Addendum & Corrigendum. |
| 56 | 3.3, Governing Law and Jurisdiction, Page - 85 | The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Surat shall have | The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Surat Bangalore | RFP terms prevail |

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| | | exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process. | shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process. | |
| 57 | 3.5.f, EMD, Page - 86 | <p>The EMD shall be forfeited and appropriated by the Authority as damages without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise, under the following conditions:</p> <ol style="list-style-type: none"> 1) If a Bidder submits a non-responsive Proposal; 2) If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice; 3) If a Bidder withdraws its Proposal during the Proposal Validity Period as specified in this RFP and as extended by mutual consent of the respective Bidder(s) and the Authority; 4) In the case of Successful Bidder, if it fails within the specified time limit – <ol style="list-style-type: none"> i to sign and return the duplicate copy of LOA ii to sign the Agreement within the time period specified by the Authority iii to furnish the Security Deposit along with the signed copy of LOA; or 5) In case the Successful Bidder, having signed the Contract, commits any breach thereof prior to furnishing the Security Deposit. | <p>The EMD shall be forfeited and appropriated by the Authority as damages without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise, under the following conditions:</p> <ol style="list-style-type: none"> 1) If a Bidder submits a non-responsive Proposal; 2) If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice <u>and Authority has the documentary evidence to prove the same;</u> 3) If a Bidder withdraws its Proposal during the Proposal Validity Period as specified in this RFP and as extended by mutual consent of the respective Bidder(s) and the Authority; 4) In the case of Successful Bidder, if it fails within the specified time limit – <ol style="list-style-type: none"> i to sign and return the duplicate copy of LOA ii to sign the Agreement within the time period specified by the Authority iii to furnish the Security Deposit along <u>within fifteen days of the execution of the Contract</u> the signed copy of LOA; or 5) In case the Successful Bidder, having signed the Contract, commits any breach | RFP terms prevail |

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| | | | <u>which has material adverse impact on the performance of the Contract and fails to cure such breach</u> thereof prior to furnishing the Security Deposit. | |
| 58 | 3.11.2.6.ii, Terms of Contract, Page - 89 | Roles and responsibilities of each consortium partner in line with RFP requirements, the identification of the lead partner, and providing for joint and several liability for each partner. | Roles and responsibilities of each consortium partner in line with RFP requirements, the identification of the lead partner, and providing for joint and several liability for each partner. | RFP terms prevail |
| 59 | 3.11.2.6.vii, Terms of Contract, Page - 89 | The final contract between the consortium members (The Consortium Contract) would be available for legal vetting and open to suggestions by the SSCDL. SSCDL will suggest binding corrections if it finds that such contract does not meet its requirements and interests as per the Tender in letter and spirit. | The final contract between the consortium members (The Consortium Contract) would be available for legal vetting and open to suggestions by the SSCDL. SSCDL will suggest binding corrections if it finds that such contract does not meet its requirements and interests as per the Tender in letter and spirit. | RFP terms prevail |
| 60 | 3.11.2.6.ix, Terms of Contract, Page - 90 | Any Dispute arising during Contract Period between the Consortium Member shall be resolved amicably without adversely impacting Project Implementation and Operation. If in SSCDL's opinion, Dispute between Consortium members adversely impacting implementation and operation of the Project then Authority may its sole discretion in the interest of the Project (a) Terminate the Contract after due process and/or (2) Provide a binding solution. | Any Dispute arising during Contract Period between the Consortium Member shall be resolved amicably without adversely impacting Project Implementation and Operation. If in SSCDL's opinion, Dispute between Consortium members adversely impacting implementation and operation of the Project <u>and fails to resolve such dispute within forty five days from the intimation of the issue by Authority</u> , then Authority may its sole discretion in the interest of the Project (a) Terminate the Contract after due process and/or (2) Provide a binding solution. | Please refer Addendum & Corrigendum. |

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| 61 | 3.11.2.6.ix | In case SSCDL Intends to proceed for Termination on account of SI Event of Defect and /or unresolved disputes between the Consortium Members, both the Consortium Members shall be jointly and severally liable for Implementation, Operation and Maintenance of project at Agreed prices and payment terms specified in this Tender till Authority or any new agency appointed by it takes over the Project | In case SSCDL Intends to proceed for Termination on account of SI Event of Defect and /or unresolved disputes between the Consortium Members, both the Consortium Members shall be jointly and severally for the respective scope of work for Implementation, Operation and Maintenance of project at Agreed prices and payment terms specified in this Tender till Authority or any new agency appointed by it takes over the Project | RFP terms prevail |
| 62 | 3.11.10, Termination/ Withdrawal, Page - 91 | Termination / Withdrawal: SSCDL reserves the right to withdraw/ terminate the contract in whole or in part with a written notice to the bidder in any of following circumstances: - Bidder becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant organization - Information provided to SSCDL is found to be incorrect; - Delivery conditions are not met within the specified time period; - Misleading claims about the Bidder are made; - Clear evidence is received that Bidder has breached copyright laws/ plagiarized from another source; - If the bidder fails to perform any other obligation(s) under the contract; | Termination / Withdrawal: SSCDL reserves the right to withdraw/ terminate the contract in whole or in part with a prior written notice of <u>not less than thirty days</u> to the bidder in any of following circumstances: - Bidder becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant organization - Information provided to SSCDL is found to be incorrect and SSCDL has documentary evidence to prove that it was done intentionally to defraud; - Delivery conditions are not met within the specified time period and Bidder has failed to cure such breach within thirty days from the intimation of the same; - Misleading claims about the Bidder are made; - Clear evidence is received that Bidder has breached copyright laws/ plagiarized from another source and has not acted upon to | Please refer Addendum & Corrigendum. |

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RFP for Selection of System Integrator for Implementation of Enterprise Resource Planning System



| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | | <p><u>cure such default;</u> - If the bidder fails to perform any other obligation(s) under the contract <u>which has adversely impacted on the performance of services and fails to cure such breach within thirty days from the intimation of the same;</u></p> | |
| 63 | 3.11.10, Termination/ Withdrawal, Page - 91 | <p>If the Bidder does not execute the contract to the satisfaction of the SSCDL, then the SSCDL may invoke any or all of the following clauses.</p> <ul style="list-style-type: none"> - Forfeit the Security Deposit Amount - Terminate the contract without any liability of SSCDL towards the Bidder. | <p>If the Bidder does not execute the contract <u>and fails to cure such default within thirty days from the intimation of the same</u> to the satisfaction of the SSCDL, then the SSCDL may invoke any or all of the following clauses.</p> <ul style="list-style-type: none"> - Forfeit the Security Deposit Amount - Terminate the contract without any liability of SSCDL towards the Bidder. Notwithstanding <u>In the event of termination under this clause, Bidder shall be entitled for all the fees received till the date of termination.</u> | Please refer Addendum & Corrigendum. |
| 64 | 3.11.12, Intellectual Property Rights, Page - 91 | <p>SSCDL shall remain the owner and have a right in perpetuity to use all newly created Intellectual Property Rights including but not limited to all processes, products, specifications, reports, customized code, design documents, other artifacts “conceptualized, created, and implemented” by the selected Bidder during the performance of the services under this contract. All documentation and configuration items such as scripts, code, queries etc. developed by the SI shall be</p> | <p>SSCDL shall remain the owner and have a right in perpetuity to use all newly created Intellectual Property Rights including but not limited to all processes, products, specifications, reports, customized code, design documents, other artifacts “conceptualized, created, and implemented” by the selected Bidder solely and exclusively customized for SSCDL under this contract during the performance of the services under this contract. All documentation and configuration items such as scripts, code,</p> | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | <p>property of SSCDL. The SI should create a repository of such resources and provide access to SMC/SSCDL. All analytical models, dictionaries and libraries created as a result of this engagement would be SSCDL proprietary, and all requisite Intellectual Property Rights shall be transferred to SSCDL from the time they are created and the selected SI has no right to assign, license, sell, or use any content conceptualized, created and implemented under this engagement and/or accompanying agreement to any third party under any circumstances. All the artifacts conceptualized, created, and implemented by the selected Bidder whether in tangible or intangible form shall bear relevant copyright notices in the name of SMC/ SSCDL. The selected SI shall take all such appropriate legal actions to safeguard violation of SSCDL’s intellectual property rights, if any.</p> | <p>queries etc. developed by the SI shall be property of SSCDL. Post completion of work under this Contract, The SI should create a repository of such resources and provide access to SMC/SSCDL. All analytical models, dictionaries and libraries created as a result of this engagement would be SSCDL proprietary, and all requisite Intellectual Property Rights shall be transferred to SSCDL from the time they are created and the selected SI has no right to assign, license, sell, or use any content conceptualized, created and implemented under this engagement and/or accompanying agreement to any third party under any circumstances. All the artifacts conceptualized, created, and implemented by the selected Bidder whether in tangible or intangible form shall bear relevant copyright notices in the name of SMC/ SSCDL. The selected SI shall take all such appropriate legal actions to safeguard violation of SSCDL’s intellectual property rights, if any. Notwithstanding anything contrary elsewhere mentioned herein the Contract, No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in</p> | |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | | performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to the SSCDL. | |
| 65 | 3.11.14, Termination/ Withdrawal, Page - 91 | The selection shall be for a total period of seven years from the signing of LOA, which shall be reviewed periodically to assess the performance during the specified duration of project. | The selection shall be for a total period of seven years from the execution of Contract signing of LOA , which shall be reviewed periodically to assess the performance during the specified duration of project. | Please refer Addendum & Corrigendum. |
| 66 | 3.11.15, Indemnification, Page - 92 | ERP SI (the "Indemnifying Party") at its expense and to the maximum extent permitted by law, undertakes to indemnify, defend and hold harmless SSCDL (the "Indemnified Party") from and against all losses, liabilities, costs, damages and expenses and will reimburse such fees and expenses as they are incurred, including in connection with any claim or action threatened or brought against the Indemnified Party, attributable to the Indemnifying Party's or its representative's negligence or willful default, including but not limited to, mismanagement of the brand SSCDL, bodily injury, death or damage to tangible personal property arising in favor of any person, corporation or other entity (including the Indemnified Party) in performance or non-performance under this Agreement; provided, however, that Indemnifying Party shall not be obligated to defend, indemnify, or hold the Indemnified | ERP SI (the "Indemnifying Party") at its expense and to the maximum extent permitted by law, undertakes to indemnify, defend and hold harmless SSCDL (the "Indemnified Party") from and against all losses, liabilities, costs, damages and expenses and will reimburse such fees and expenses as they are incurred, including in connection with any third party claim or action threatened or brought against the Indemnified Party, attributable to the Indemnifying Party's or its representative's gross negligence or willful default, including but not limited to, mismanagement of the brand SSCDL, bodily injury, death or damage to tangible personal property arising in favor of any person, corporation or other entity (including the Indemnified Party) in performance or non-performance under this Agreement; provided, however, that Indemnifying Party shall not be obligated to defend, indemnify, or hold the Indemnified | RFP terms prevail |

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| | | Party from and against any such liabilities, costs, loses, damages and expenses to the extent caused solely by any negligent act or omission or intentional wrongdoing of such Indemnified Party. In case of any negligence or willful default by Bidder, leading to disrepute/ financial obligations/ penalties to SSCDL, during the course of contract or after, the selected Bidder will be held liable. | Party from and against any such liabilities, costs, loses, damages and expenses to the extent caused solely by any negligent act or omission or intentional wrongdoing of such Indemnified Party. In case of any gross negligence or willful default by Bidder, leading to disrepute/ financial obligations/ penalties to SSCDL, during the course of contract or after, the selected Bidder will be held liable. | |
| 67 | 3.11.32, Force Majeure, Page - 94 | As per RFP | Request for addition: <u>In the event of Force Majeure event exceeds 90 days, Either Party shall have the right to terminate this Contract.</u> | RFP terms prevail |
| 68 | 3.11.36, Page - 94 | As per RFP | Request deletion | RFP terms prevail |
| 69 | 7.5.iii, Verification and Disqualification | In case it is found during the evaluation of Proposals or at any time before signing of the Contract or after its execution and during the period of subsistence thereof, that one or more of the prequalification/eligibility criteria/ conditions have not been met by the Bidder, or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Selected Bidder either by issue of the LOA or entering into of the Contract, and if the Successful Bidder has already been issued the LOA or has entered into the Contract, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be | In case it is found during the evaluation of Proposals or at any time before signing of the Contract or after its execution and during the period of subsistence thereof, that one or more of the prequalification/eligibility criteria/ conditions have not been met by the Bidder, or the Bidder has willfully made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Selected Bidder either by issue of the LOA or entering into of the Contract, and if the Successful Bidder has already been issued the LOA or has entered into the Contract, as the case may be, the same shall, notwithstanding anything to the | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | <p>liable to be terminated, by a communication in writing by the Authority to the Successful Bidder or the Selected Bidder, as the case may be, without the Authority being liable in any manner</p> <p>SURAT SMART CITY DEVELOPMENT LTD. Page 117 of 161</p> <p>RFP for selection of System Integrator for ERP whatsoever to the Successful Bidder or the Selected Bidder. In such an event, the Authority shall be entitled to forfeit the EMD or Security Deposit, as the case may be, without prejudice to any other right or remedy that may be available to the Authority under the RFP and/or the Contract.</p> | <p>contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the Authority to the Successful Bidder or the Selected Bidder, as the case may be, without the Authority being liable in any manner</p> <p>SURAT SMART CITY DEVELOPMENT LTD. Page 117 of 161</p> <p>RFP for selection of System Integrator for ERP whatsoever to the Successful Bidder or the Selected Bidder. In such an event, the Authority shall be entitled to forfeit the EMD or Security Deposit, as the case may be, without prejudice to any other right or remedy that may be available to the Authority under the RFP and/or the Contract.</p> | |
| 70 | 8.4.a, Security Deposit, 118 | <p>a) The successful bidder will be required to place Security Deposit at 5% of the consideration of the Contract by in the form of Bank guarantee of any nationalized / scheduled banks as specified in RFP for selection of System Integrator for ERP Appendix 1 Form 1.14 or by Demand Draft or Banker's Cheque Payable at Surat in favor of "Surat Smart City Development Limited" of any scheduled/nationalized bank within 10 days from the date of notice of award of contract/LOA, failing which a penalty at 0.065% of the amount of security deposit will be imposed for delay of each day. The EMD</p> | <p>a) The successful bidder will be required to place Security Deposit at 5% of the consideration of the Contract by in the form of Bank guarantee of any nationalized / scheduled banks as specified in Appendix 1 Form 1.14 or by Demand Draft or Banker's Cheque Payable at Surat in favour of "Surat Smart City Development Limited" of any scheduled/nationalized bank within 10 days from the date of Contract execution notice of award of contract/LOA, failing which a penalty at 0.065% of the amount of security deposit will be imposed for delay of each day. The EMD placed may</p> | RFP terms prevail |

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| | | placed may be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable. | be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable. | |
| 71 | 8.6, Tax Liability, 119 | As per RFP | Request for insertion: <u>Any variation in the Statutory duties/taxes shall be borne by SSCDL</u> | RFP terms prevail |
| 72 | General, To be added | Saving Clause | SI's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent SI performance is effected , delayed or causes non-performance due to SSCDL's omissions or actions whatsoever. | RFP terms prevail |
| 73 | General, To be added | Risk and Title | The risk, title and ownership of the products shall be transferred to the SSCDL upon delivery of such products to the SSCDL | RFP terms prevail |
| 74 | General, To be added | SNR | SSCDL hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. SSCDL agrees that SI shall not be in any manner be liable for any delay arising out of SSCDL's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not | RFP terms prevail |

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| | | | readiness for 30 days, same will be borne by the SSDCL | |
| 75 | General, To be added | Additional Hardware | Notwithstanding anything to the contrary in the RFP, any requirement by the SSDCL of any additional Hardware under the Agreement shall be provided by the Successful Bidder at an additional cost to the SSDCL and the same shall be done through a Change Order | RFP terms prevail |
| 76 | General, To be added | Upgrades/Updates/Enhancements | Notwithstanding anything to the contrary in the RFP, any requirement by the SSDCL of any upgrade/update/enhancement shall be provided by the SI at an additional cost to the SSDCL and the same shall be done through a Change Order | RFP terms prevail |
| 77 | General, To be added | Exceptions to warranties | Contractor provides for only those warranty and representations which are expressly mentioned in this Contract and the same are in lieu of all other warranties, express or implied. | RFP terms prevail |
| 78 | General, To be added | Non hire | SSDCL acknowledges that personnel to be provided by Contractor represent a significant investment in recruitment and training, the loss of which would be detrimental to Contractor's business. In consideration of the foregoing, SSDCL agrees that for the term of this Agreement and for a period of one year thereafter, SSDCL will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Contractor employee, or induce any such individual to leave the employ of | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | | Contractor. For purposes of this clause, a Contractor employee means any employee or person who has who has been involved in providing services under this Agreement. | |
| 79 | General, To be added | Faulty Spares/equipment and Standby spares/equipment's | <p>Notwithstanding anything to the contrary contained elsewhere, all the Faulty Spares/equipment and any Standby spares/equipment if delivered by Contractor to the SSDCL shall be returned to Contractor within 10 days of the Replacement Spares/Equipment so provided and title of the said Faulty or Standby spares/equipment shall be transferred back to Contractor Limited. SSDCL shall acknowledge receipt of the replacement spares/equipment in accordance with the format provided and shall submit the same to the authorized courier at the time of delivery.</p> <p>In the event Faulty or Standby spare/equipment is not returned within the time period stipulated above for any reasons whatsoever, Spares support shall be suspended till the return of the spare/equipment or till the payment is made (period not exceeding 21 days from the date of invoice) for such spare/equipment at the applicable rate (including taxes as may be made applicable). It stands clarified that no SLAs or penalties of any nature whatsoever shall be made applicable to Contractor during such period.</p> | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| 80 | General, To be added | Termination by SI | SI shall have the right to terminate this Contract if SSDCL have committed any material breach and failed to cure such default within thirty days from the intimation of the same. | RFP terms prevail |
| 81 | General | | Kindly grant extension of 3 weeks from current submission date | Please refer Addendum & Corrigendum. |
| 82 | General | | Kindly provide word copy of the RFP | RFP terms prevail |
| 83 | 6.1.2 Pre-Qualification Criteria - System Integrator, point 6 Page 106 | The Prime Bidder should have executed atleast 3 projects which includes implementation or post implementation support for any COTS ERP solution with order value not less than Rs. 10 crore (excluding hardware cost) in last 7 years (as on date of issuance of Bid). | Kindly consider "The Prime Bidder should have executed atleast 3 projects which includes implementation or post implementation support for any COTS ERP solution with order value not less than Rs. 10 crore (excluding hardware cost) in last 10 years (as on date of issuance of Bid)." | RFP terms prevail |
| 84 | Bidder's Experience [Total – 70 marks], Point 1 Page 110 | Relevant experience of prime bidder in proposed COTS ERP Implementation in India in past 7 years | Kindly consider "Relevant experience of prime bidder in proposed COTS ERP Implementation in India in past 10 years " | RFP terms prevail |
| 85 | Bidder's Experience [Total – 70 marks], Point 1 page 110 | For the project where 4 out of 5 core modules have been implemented having user base of more than 500 transactional users – 10 marks each | What are transactional users? For the project where 4 out of 5 core modules have been implemented having user base of more than 100 transactional users – 10 marks each | Please refer Addendum & Corrigendum. |
| 86 | Bidder's Experience [Total – 70 marks], Point 2 page 110 | Relevant experience of bidder in proposed Workflow/ BPM based E-office applications implementation in Public Sector Units(PSU)/State/Central Govt. / ULB in India in past 7 years (as on date of issuance of Bid) (maximum 2 projects) | Kindly consider "Relevant experience of bidder in proposed Workflow/ BPM based E-office applications implementation in Public Sector Units(PSU)/State/Central Govt. / ULB/ Private in India in past 7 years (as on date of issuance of Bid) (maximum 1 projects)" | RFP terms prevail |

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| 87 | Bidder's Experience [Total – 70 marks], Point 2 page 110 | For the project having user base of more than 250 concurrent users – 5 marks each | Kindly consider "For the project having user base of more than 50 concurrent users – 10 marks each " | Please refer Addendum & Corrigendum. |
| 88 | 3.5 pg no 86 | EMD | Can the 100% be provided in the form of bank guarantee instead of 50% in Cheque/DD | RFP terms prevail |
| 89 | 2.6.3 and 2.6.3.2 , pg no 78,79 | Payment schedule or payment terms | Can ATOS propose alternate milstone or percentage for both implementation phase ? | RFP terms prevail |
| 90 | 2.6.3.1 , pg no 78 | Payment schedule for license cost: | ATOS requires customer to pay 100% on complete installation | RFP terms prevail |
| 91 | 8.6 , pg no 119 | Tax Liability: Any deviations due to change in the rate of directly applicable taxes and duties except Service Tax would be Liability of the Selected Bidder. If any other tax is introduced by the Government of India replacing the service tax, the same will be made applicable accordingly. | ATOS proposes any change in tax laws and rates during the execution of the contract will be charged to customer based on the tax rules and laws prevailing at the time of invoicing | RFP terms prevail |
| 92 | 2 scope of work page 15 | Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP | | Please refer Addendum & Corrigendum. |
| 93 | 2.1 TO-BE SCENARIO ENVISAGED FOR SMC Page 16 | Figure 1 Overall component architecture | 1.City command & control center with integration to instrumentation : We have not observed any Functional requirements for this and assume this layer is not in scope based on the color scheme for the diagram and REQUIREMENTS IN THE RFP. kindly clarify 2.Citizen facing portal and social media analytics layer: We understand Current SMC portal will be front end and needs to be integrated to ERP. We also assume that social media | 1. City command center is not in scope of ERP SI 2. SMC portal & mobile app will be front end, any changes required to it based on changes in backend system like property tax, professional tax etc. and integration will be in scope. Social media analytics is not in scope of ERP SI. 3. Knowledge warehouse is |

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| | | | <p>analytics is in place and not part of the scope .Pls clarify</p> <p>3.Under natively inbuilt tools the diagram depicts :Knowledge warehouse ,DMS and File tracking system.DMS and File tracking requirements are available under functional requirements in the RFP however for knowledge warehouse we have-not come across any specific requirements. Pls clarify.</p> <p>4.GIS /Networking /DB : Only GIS integration is in scope and GIS infra,also Networking ,DB and Infra is responsibility of SMC . Please clarify whether our assumptions are correct</p> | <p>expected in-built capability of ERP system, to be utilized by SMC as off-the-shelf features.</p> <p>4. GIS integration is in scope, GIS infra is not in scope. Networking is not in scope of ERP SI. Hardware will be provided by SMC. OS & DB will be required from SI along with server and database administration (refer Addendum & Corrigendum).</p> |
| 94 | 2.1 TO-BE SCENARIO ENVISAGED FOR SMC Page 18 | It is envisaged that SMC portal will serve as the front end for citizen services with multilingual support. | We assumed that current SMC portal will be used as frontend and will be integrated in backend to ERP. Please clarify. | SMC current portal and mobile app will be front end, any changes required to it based on changes in backend system like property tax, professional tax etc. and integration will be in scope of SI |
| 95 | 2.1.2 Citizen Services Page 18 | The virtual civic center application currently catered through e-pay services of Surat Municipal Corporation (https://www.suratmunicipal.gov.in/epay/). Necessary interface for online transaction shall also be provided on this platform giving a single view for each registered citizen for the services in scope of the RFP. The changes to this virtual civic center will also be in scope of the system integrator including integration. | <ol style="list-style-type: none"> Kindly provide the information on change to be made to current virtual civic center application . Kindly provide the application platform information | <ol style="list-style-type: none"> SMC portal and mobile app will be front end, any changes required to it based on changes in backend system like property tax, professional tax, citizen relationship management etc. and integration will be in scope of SI. Virtual civic center/ e-pay is based on ASP.NET as frontend and MS SQL Server as backend. |

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| 96 | 1.5 Cash and Bank Management Page 23 | Ability to interface with various banks for the purpose of payments & bank reconciliation | We assume that SMC is having Payment platform in place. SI vendor's scope is only integration with payment platform | Yes understanding is correct. Bank management will also involve necessary interfaces with Bank for the purpose of vendor payments and bank reconciliation |
| 97 | 7.6 Mobile interface for field employees Page 47 | Mobile interface for field employees | Please clarify mobile interface is required for field employees for complaint management part only . | Please refer Addendum & Corrigendum. |
| 98 | 13.1 General Page 54 | The system should provide BARCODE/RFID Integration and Social and Mobile Extensions to enhance responsiveness and accessibility | We assume that Barcode and RFID infra will be arranged by SMC ,SI vendor need to provide for integration only. Kindly confirm | Yes understanding is correct |
| 99 | 19. Technical Requirements Page 62 | The IT infrastructure will be provided by SMC. Bidder to provide the expected hardware requirements from SMC data center and disaster recovery (DC/DR) for optimum performance and cost of the solution. The bidder to also provide the architecture diagram detailing the landscape proposed and justification/ merits of the same as part of technical proposal. | We assume here that entire IT infra-Server ,DC ,DR, Networking ,Routers will be provided by SMC. Please confirm | Yes understanding is correct |
| 100 | 2.3 INTEGRATION REQUIREMENTS Page 65 | Integration of 38 legacy systems | Can you please list application platform/ Programming language for 38 legacy systems? | Existing applications are developed on VB .NET, ASP.NET, C #, VB and backend used is MS SQL 2012 |
| 101 | /3.11.10 Termination / Withdrawal | SSCDL reserves the right to withdraw/ terminate the contract in whole or in part with a written notice to the bidder in any of following circumstances | We request SSCDL to provide the bidder with atleast 30 days cure period to remedy such defects. We further request that bidder be allowed to suspend/terminate the contract in the event of non-payment of outstanding dues | Please refer Addendum & Corrigendum. |

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| | | | as per the agreed payment terms with reasonable notice | |
| 102 | /3.11.10 Termination / Withdrawal | If the bidder fails to perform any other obligation(s) under the contract; | We request SSCDL to include 'any other material obligations' | RFP terms prevail |
| 103 | 3.11.12 Intellectual Property Rights | : SSCDL shall remain the owner and have a right in perpetuity to use all newly created Intellectual Property Rights including but not limited to all processes, products, specifications, reports, customized code, design documents, other artifacts “conceptualized, created, and implemented” by the selected Bidder during the performance of the services under this contract. All documentation and configuration items such as scripts, code, queries etc. developed by the SI shall be property of SSCDL. The SI should create a repository of such resources and provide access to SMC/SSCDL. All analytical models, dictionaries and libraries created as a result of this engagement would be SSCDL proprietary, and all requisite Intellectual Property Rights shall be transferred to SSCDL from the time they are created and the selected SI has no right to assign, license, sell, or use any content conceptualized, created and implemented under this engagement and/or accompanying agreement to any third party under any circumstances. All the artifacts conceptualized, created, and implemented by the selected Bidder whether in tangible or intangible form shall bear | We request to amend the clause as follows: In all cases, Bidder (and/or its licensor) retains sole ownership of all pre-existing IPR and background IPR and all developments, variations and enhancements thereto. •SSCDL receives ownership of customer-specific foreground IPR. Bidder is granted a non-exclusive, royalty-free, perpetual, worldwide back-license for unlimited commercial use of customer-specific foreground IPR. •All non-SSCDL specific foreground IPR is owned by Bidder. SSCDL is granted a non-exclusive license for use of non-customer specific foreground IPR, against additional consideration. | RFP terms prevail |

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| | | relevant copyright notices in the name of SMC/ SSCDL. The selected SI shall take all such appropriate legal actions to safeguard violation of SSCDL’s intellectual property rights, if any | | |
| 104 | 2.6.7 Support Service Level Agreements and Penalty | Penalty (% of monthly support charges) | We request that the maximum penalty be limited to 10% of the monthly invoices for the applicable services. Further request that such penalty be applicable if the breach is solely attributable to the Bidder | RFP terms prevail, penalties are applicable where breach is attributed to bidder |
| 105 | 2.6.11 Penalty | The cumulative value of penalties stated under the above clauses {a) to f)} could be up to 10% of the consideration of the contract. | We request that the maximum penalty be limited to 10% of the monthly invoices for the applicable services. Further request that such penalty be applicable if the breach is solely attributable to the Bidder | RFP terms prevail, penalties are applicable where breach is attributed to bidder |
| 106 | 2.6.12 Limitation of Liability | for any direct loss or damage that exceeds a fixed amount equal to total price submitted online as part of Appendix 2. | We request that the cap on direct damages be restricted to the Annual Value of the Contract | RFP terms prevail |
| 107 | Form –1.1: Covering Letter | We confirm that we agree with the terms and conditions provided in RFP | We request that Bidder be allowed to propose deviations to some of the key contract terms and conditions | RFP terms prevail |
| 108 | Form –1.14: Format for Performance Bank Guarantee | Provided always that notwithstanding anything herein contained our liabilities under this guarantee shall be limited to the sum of Rs..... (Rupees..... only) and shall remain in force until SSCDL certifies that the terms and conditions of the said AGREEMENT have been fully and properly carried out by the Company. | Kindly specify the end date/validity period of the PBG | The Selected Bidder (after the signing of Agreement the Successful Bidder shall be termed as the “Selected Bidder”) shall maintain a valid and binding Performance Guarantee for a period of three months after the expiry of the |

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| | | | | Contract Period (“Validity Period”). |
| 109 | Form –1.14: Format for Performance Bank Guarantee | Our liability hereunder shall be joint and several with that of the Company as if we were the principal debtors in respect of the said sum of Rs..... (Rupees Only). | We request deletion of this provision | RFP terms prevail |
| 110 | PQ -5, 6 | The Certificate to this effect from the client on client’s letter head to be provided along with copy of work order / purchase order. | We request deletion of this provision | RFP terms prevail |
| 111 | 6.2 TECHNICAL EVALUATION CRITERIA | Relevant experience of prime bidder in proposed COTS ERP Implementation in India in past 7 years (as on date of issuance of Bid) covering the following modules (maximum 4 projects): | Remove bullet points under Asset Mgt. Allow partial completed projects to be considered. | RFP terms prevail |
| 112 | 6.2 TECHNICAL EVALUATION CRITERIA | Relevant experience of bidder in proposed Workflow/ BPM based E-office applications implementation in Public Sector Units(PSU)/State/Central Govt. / ULB in India in past 7 years (as on date of issuance of Bid) (maximum 2 projects) | consider 1 project and experience on any general workflow. | RFP terms prevail |
| 113 | Section 2, Page 15 | Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP | Please provide the amount and format of data to be migrated. Are there any documents to be migrated from existing systems? If yes, how many document types and in what format do they currently exist? Are there physical documents to be scanned? | Please refer Addendum & Corrigendum. |
| 114 | Section 2.1.2(a), Page 18 | The complaint management system needs to have key capabilities like Complaint creation, Complaint assignment, Workflow and resolution timeframe definition, Complaint | Please confirm if this module is expected to be built on BPM and ECM Platform as this is a workflow based process with Reporting, | Complaint management to be part of ERP solution preferably. |

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| | | updates and resolution, Escalation, Reporting, Mobile Application for field employees, management dashboards. GIS integration to have spatial view of complaints and identification of problem areas is required. | Dashboard, Escalation and Mobile functionality. | |
| 115 | Section 7.2, Page 44 | 2. Capability to automatically assign complaints to resolver groups based on configurable business rules | Please confirm that a Business Rule Engine module is to be delivered as part of BOM so that all similar business rules and configured and not hard coded, making the change management easier. | Business Rule engines are expected to be integral part of the solution to manage policy changes without dependency on code changes |
| 116 | Section 19.2, Page 63 | 3. The systems must seamlessly integrate with any or all of the Core applications and shall support interface with other open-standard systems. | Please provide details on the number of core applications/open-standard systems that will integrate with the DMS. | Integration with ERP, GIS, Workflow system, etc. |
| 117 | Section 19.2, Page 63 | 9. The Scanning Module should allow officers to scan single document as well as document in bulk with facility of segregation of scanned images as different document types like letter, circular, GR, DPR etc. | Please confirm If scanning of legacy documents are in scope of RFP. If Yes, please provide the volumetrics along with sizes of documents(like A4, A3 etc.), expected locations from where scanning to be done etc. | Historical documents scanning is not in scope. |
| 118 | Section 19.2, Page 64 | 26. The system should manage lifecycle of content through retention, storage, retrieval, and destruction policies along with tracking and managing of physical location of the content using Records Management System | This is a functionality being provided by a Record Management System. Please confirm that our understanding is correct. If yes, we suggest to consider Record Management System which is in compliance with standards like DoD 5015.2, ISO 15489, VERS etc. which are international standards for Record Management . | Bidder to propose relevant solution to fulfil the requirement |
| 119 | 2.4.8 Additional OEM obligations during | Bidder should ensure participation of OEM's representative of the software products | Based on our experience and to ensure success of the project and commitment of | OEM review, audit, consulting provisions have been kept as |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | implementation , Page 74 | procured as part of this RFP, who should mandatorily be present in SMC premises, in the Project review meeting (maximum 1 occurrences every month) without extra cost to SMC during project implementation phase. | OEM during implementation, suggest to mandate requirement of 2 OEM Resources as part of Implementation team of SI. Please confirm. | part of section 2.4.8. Same is expected from ERP OEM as well as BPM OEM if proposed outside ERP |
| 120 | Page 11 | The overall implementation is supposed to take 14-16 months and will be implemented in phased approach or releases, followed by application maintenance support (AMS) accounting to total project duration of seven years. | Please let us know the seven years is the total project duration including the Implementation period of 14 - 16 months. | Pl. refer section 3.11.14. of RFP Seven years is total contract duration which include implementation as well as support phase. |
| 121 | Page 15 | The Scope of Work will broadly cover the following: <ul style="list-style-type: none"> • Planning and Implementation/customization of ERP applications/products/solutions • Integration of applications/software implemented by VMC for various services on the new ERP platform | Can you please let us know the list of applications / software implemented by SMC for various services that need to be integrated to the new ERP platform | Please refer Section-2.3 for integration requirements |
| 122 | Page 15 | Below is the To-Be component architecture for SMC. The applications under ERP system integrator (SI) scope are broadly divided into three categories: <ol style="list-style-type: none"> 1. ERP Off-The-Shelf Core Modules 2. ERP - Citizen services and Revenue collection 3. E-office applications using DMS and BPM | Can you please let us know what is the basis of this break up of solutions. Can you please let us know COTS based applications can be proposed by SIs for ERP - Citizen services and E-office applications as applicable. | In terms of breakup, it is envisaged that: <ol style="list-style-type: none"> 1. ERP Off-The-Shelf Core Modules 2. ERP - Citizen services and Revenue collection To come from COTS ERP, SI may propose separate COTS product for E-office applications using DMS and BPM if it is better fit and also cost effective |
| 123 | Page 17 | Supply Chain Collaboration is very important and it is expected that usage of ERP will make | Can you please let us know, whether the E-Tendering / E-procurement functionalities | E-Tendering / E-procurement is not in scope and existing legacy |

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| | | it visible across all the levels. Starting from managing demand, material requirement planning, procurement process, inventory management and vendor management. The advantage of which would be that any material utilized can be backtracked to its origin point of demand raising (department wise/ material wise/ quantity wise), as all the processes will be captured in single ERP System. This would include quality management in procurement, inspection by audit department and capturing the results against master inspection characteristics. | are covered in this scope or will be managed through the existing legacy applications | system will continue to be used. Interface from existing system be required for flow of information between legacy and ERP system. |
| 124 | Page 17 | The entire hire to retire process needs to be mapped in a single module starting from organization management, personnel management, recruitment & onboarding, performance goals and training, Payroll and compensation management for employees and pensioners along with employees being able to access own records, view service book online, view payroll details and raise requests for name change, NOC, address change, leaves with necessary workflow approvals. This to include provision for Audit checks of service books/ payroll generation. The total number of employees at SMC are as under: | Out of the Employees total number 20180, please let us know for how many employees, Employees Self services access need to be provided and Manager self self service access to be provided separately? | ESS will be used by 7600 users as mentioned in 2.1.4 Estimated number of users |
| 125 | Page 18 | a. Citizen Relationship Management Currently, there is no single account creation for citizens to avail different services. The services are availed using respective identification number for different services | Can you please let us know the total number of citizens to be covered for this perspective and expected concurrent users. Please also specify how many internal | Please refer Addendum & Corrigendum. |

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| | | like tenement number for property tax, certificate number for professional tax, etc. through e-pay services on SMC portal. As part of this project, it is desired to map various services into a single citizen account. Eg. mapping of properties, water connection, drainage connection, shops and establishment license, professional tax, etc. in a single account. The system will be used to access citizen records, to access citizen outstanding, service wise payables, past payments and transactions and collect dues and payments. This will be catered through functionality of revenue and tax collection module and Citizen Relationship management of ERP off-the-shelf along with customization as required. | employees will use this application from service delivery perspective | |
| 126 | Page 18 | The virtual civic center application currently catered through e-pay services of Surat Municipal Corporation (https://www.suratmunicipal.gov.in/epay/). Necessary interface for online transaction shall also be provided on this platform giving a single view for each registered citizen for the services in scope of the RFP. The changes to this virtual civic center will also be in scope of the system integrator including integration. | Can you please explain what is the purpose of this interface? Is this only for the integration of online payments? | This is current SMC web application and mobile app where citizens can avail multiple services and make payments. Once the ERP based citizen centric tax and service centric applications are made live the same needs to be integrated to this application and necessary changes to the same will be in scope of SI. |
| 127 | Page 19 c | c. Property Tax, Professional Tax, Shops & Establishment Property Tax Assessment, Professional Tax, Shops & Establishment current processes are | Can you please let us know how many unique citizens will use this functions of Property Tax, Professional tax and shops and establishments? | Please refer Addendum & Corrigendum. |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | detailed in section 2.2. Same need to be fulfilled through the applications available off-the-shelf with minimum customization. Starting with the business processes and requirements provided, system integrator has to map same in to ERP primarily and workflow based application as required. The same need to be based on Tax and revenue management and citizen relationship management. These modules need integration with GIS providing spatial view and details of properties, associated professional tax registrations and shops & establishment licenses to come in a single account view. | | |
| 128 | Page 19 | Integrated Audit, Vigilance, court case management, RTI Management. | Please also specify how many internal employees will use this applications? (unique and not covered under Citizen services) | Please refer section 2.1.4 |
| 129 | Page 19 | e. Inter-departmental file movement (Inward-Outward) Inward-Outward File Management System should provide a unified platform to manage all Government to Citizen (G2C), Government to Business (G2B) and Government to Government (G2G) correspondences. It should transform the day-to-day operations at all levels of administrative hierarchy by automating key stages of correspondence management. Typical government file which includes the reporting section and | Please specify how many users will use this File Life cycle management application? | Please refer section 2.1.4 |

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| | | correspondence section should be part of the system. | | |
| 130 | Page 47 | 7.6 Mobile interface for field employees | Can you please let us know for how many employees this Mobile interface need to be provided? | There should not be a dependence on number of users using it over different device types. |
| 131 | Page 71 | As part of different phases and key activities mentioned above, the SI is also expected to deploy the application software and other software required for successful implementation of integrated system at data center of SMC. Necessary DR setup will be required to be done as and when the DR site is ready and made available by SMC at no extra cost. The database administration, server administration, security administration, user administration and tasks arising due to software version upgrade or hardware upgrade will be the responsibility of SI for the solution deployed as part of this project. | Please let us know HW provisioning is part of whose scope.? Whether this will be provided by the customer. | HW provisioning is in scope of SMC, while the administration, installation of the applications for HW utilized for the solution will be responsibility of ERP SI. |
| 132 | Page 61 | Solution to be Unicode compliant with support of Gujarati Unicode Font | Can you please let us know the data entry and data screen data will be in English language only? | System should have ability to accept user inputs and store data in Unicode Gujarati as well. The system should also have capability to display the captions in Gujarati. SMC will provide the necessary translations wherever required. |

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| 133 | Page 61 | Should support any operating system like Windows, Linux, Unix | Since this is a COTS based RFP, request the respective Solution OEM to suggest the best suitable OS for the proposed solution | Please refer Addendum & Corrigendum. |
| 134 | Page 61 | 4. All the components proposed like database license, OS etc should support high availability | Since this is a COTS based RFP, request the respective Solution OEM to suggest the best suitable Database, OS for the proposed solution | Please refer Addendum & Corrigendum. |
| 135 | Page 21 | 2.2 MODULE WISE FUNCTIONAL REQUIREMENTS Below is the indicative functional requirement for each module | Can you please let us know the format in which the FRS and TRS compliance need to be filled in, if it is required to be filled in. | Part of Form 1.6. All the requirements to be met, details to be filled in terms of available of-the-shelf or custom development |
| 136 | Row - 652,FRS Sheet Section 7.1 | Capability to create new complaints through screen input, email receipt, SMS receipt and event triggers from other systems | SAP Complaint Management System is an open system and APIs can be called to create Complaints. However please mention what are all the systems expected to integrate with Complaint Management System. | All solutions proposed as part of this RFP, along with those mentioned in section 2.3. |
| 137 | Row - 660, FRS Sheet Section 7.1 | The system need to be integrated with social media analytics tool and MySurat website to address the negative sentiments captured. | Service platform is capable of creating the ticket from the message posted on social media tools like FB, Twitter etc. Are you expecting the same or you have been looking for detailed social listening and sentiment analysis across various social media tools? In case you have the list of social media tools, you want to integrate, please provide the same. | The social media analytics tool are being planned under MySurat project separately. Tool or platform for this is not a requirement of this RFP. Integration of the tool to raise complaint on common grievance redressal system will be required as part of scope of this RFP as mentioned in Section 2.3. |
| 138 | Row - 671,FRS Sheet Section 7.5 | Best Practices Knowledge Base – customers and support agents have online access to best practices with self-help documents and 'how-to' guides. | DO you have your own knowledge base platform that has to be leveraged? | No |

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| 139 | Row - 685,FRS Sheet Section 7.6 | 7.6 Mobile interface for field employees | Is the envisaged Mobile App expected to have offline capabilities? | Yes |
| 140 | 2.1.2 Citizen Services, pg 18 | It is envisaged that SMC portal will serve as the front end for citizen services with multilingual support | Please specify which languages are to be supported on Portal | English and Gujarati language |
| 141 | 2.1.2 Citizen Services, pg 18 | The virtual civic center application currently catered through e-pay services of Surat Municipal Corporation (https://www.suratmunicipal.gov.in/epay/). Necessary interface for online transaction shall also be provided on this platform giving a single view for each registered citizen for the services in scope of the RFP. The changes to this virtual civic center will also be in scope of the system integrator including integration. | Please provide details of the Technology / Architecture for e-Pay as changes to this virtual civic center is expected in scope of the system integrator | This is current SMC web application and mobile app where citizens can avail multiple services and make payments. Once the ERP based citizen centric tax and service centric applications are made live the same needs to be integrated to this application and necessary changes to the same will be in scope of SI. |
| 142 | 3.11.24 | The personnel of implementation team as per the resource deployment plan will observe the work-time of 8 hours per day, and follow SMC's calendar; but they may have to put in extra time whenever called for by SSCDL without any additional charges. The bidder shall make necessary arrangements during post implementation support to meet defined SLAs. | Please clarify whether entire development / customization is expected to be done from Onsite? I.e during implementation development team is deployed at SMC office or Bidder can follow and get development / customization done from Offshore? | Pl. refer Form 1.11, Appendix-1. For implementation phase, the project manager, Primary and Secondary functional consultants for each module, Solution Architect, Application Development Lead, Trainer and Integration Lead are mandatorily required onsite. For other resources SI to plan and declare the same in resource deployment plan. Bidder needs to ensure resource availability to meet the KPIs and SLA requirements. |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| 143 | 5.4.1 Check list for documents - Technical Proposal | 20. Original RFP documents issued along with addendums/amendments thereto, duly signed by the Bidder through its authorized signatory on all pages | It is recommended to remove the criteria for submission along with Technical Bid. Bidder will be submitting cover letter hence taking a printout of “Original RFP documents issued along with addendums/ amendments” and the same has to be “duly signed by the Bidder through its authorized signatory on all pages” does not serve purpose. | RFP terms prevail |
| 144 | Form –1.2 A: Format for Power of Attorney for Signing of the Proposal | Form –1.2 A: Format for Power of Attorney for Signing of the Proposal - (On a Stamp Paper of appropriate value) (Applicable in case of bid not being signed by the person directly authorized by Board of firm. In the latter case, please provide a copy of the relevant Board Resolution signed by Company Secretary/ Director authorizing the Signatory.) | Please allow to Submit Power of Attorney for Signing of the Proposal in Bidders format along with supporting Board Resolution | Please refer Addendum & Corrigendum. |
| 145 | Form –1.4: Financial Capability Statement | {To be submitted separately on Statutory Auditor’s letterhead for ERP OEM & each consortium member} | Please allow to Submit CA certificate in bidders CA certificate format in place of Statutory Auditor’s letterhead | Please refer Addendum & Corrigendum. |
| 146 | 6.1.2 Pre-Qualification Criteria - System Integrator | The prime bidder should have average turnover of minimum INR 150 crores in last three financial years (FY-13-14, FY-14-15, FY-15-16) from IT/ ITeS. | Financial Capability Statement as in Appendix 1 Form –1.4 - Form –1.4: Financial Capability Statement {To be submitted separately on Chartered Accountants (CA) letterhead for ERP OEM & each consortium member} Allow to submit CA certificate in bidders CA certificate format | Please refer Addendum & Corrigendum. |
| 147 | 6.1.2 Pre-Qualification Criteria - System Integrator | The Bidder (All Members in case of a consortium) must have positive net worth as on 31st March 2016. | Certificate from the Chartered Accountants (CA) towards positive net worth of the company as in Appendix 1 Form – 1.4 | Please refer Addendum & Corrigendum. |

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| | | | Allow to submit CA certificate in bidders CA certificate format | |
| 148 | 6.1.2 Pre-Qualification Criteria - System Integrator | The Prime Bidder should have experience of implementing same COTS ERP (as proposed) solution in at least one (1) Government (State or Central) / Public Sector Units/ ULB customers in India with minimum project value of Rs. 10 crore (excluding hardware cost) encompassing any three out of the following five modules in last 7 years (as on date of issuance of Bid). a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management | Please update supporting documents requirement as below - Experience Statement as in Appendix 1 Form – 1.5 - Provide Evidences in terms of copy LOI / work order / Agreement / purchase order / completion certificate from client for each of the projects undertaken. | Please refer Addendum & Corrigendum. |
| 149 | 6.1.2 Pre-Qualification Criteria - System Integrator | The Prime Bidder should have executed atleast 3 projects which includes implementation or post implementation support for any COTS ERP solution with order value not less than Rs. 10 crore (excluding hardware cost) in last 7 years (as on date of issuance of Bid). | Please update supporting documents requirement as below - Experience Statement as in Appendix 1 Form – 1.5 - Provide Evidences in terms of copy LOI / work order / Agreement / purchase order / completion certificate from client for each of the projects undertaken. | Please refer Addendum & Corrigendum. |
| 150 | 6.2 Technical Evaluation Criteria | Relevant experience of prime bidder in proposed COTS ERP Implementation in India in past 7 years (as on date of issuance of Bid) covering the following modules (maximum 4 projects): a. Financial Accounting and Costing b. Payroll and HR c. Project Management | Request to relax the criteria for transactional users and allow as per below: Relevant experience of prime bidder in proposed COTS ERP Implementation in India in past 7 years (as on date of issuance of Bid) covering the following modules (maximum 4 projects): | RFP terms prevail |

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| | | <p>d. Purchase and material management</p> <p>e. Asset management</p> <ul style="list-style-type: none"> ▶ For the project where 4 out of 5 core modules have been implemented having user base of more than 500 transactional users – 10 marks each ▶ For the project where 4 out of 5 core modules have been implemented having user base of more than 250 transactional users – 9 marks each ▶ For the project where 3 out of 5 core modules have been implemented having user base of more than 500 transactional users – 8 marks each ▶ For the project where 3 out of 5 core modules have been implemented having user base of more than 250 transactional users – 7 marks each | <p>a. Financial Accounting and Costing</p> <p>b. Payroll and HR</p> <p>c. Project Management</p> <p>d. Purchase and material management</p> <p>e. Asset management</p> <ul style="list-style-type: none"> ▶ For the project where 4 out of 5 core modules have been implemented – 10 marks each ▶ For the project where 3 out of 5 core modules have been implemented – 9 marks each ▶ For the project where 2 out of 5 core modules have been implemented – 8 marks each | |
| 151 | 6.2 Technical Evaluation Criteria | <p>Experience of prime bidder in COTS ERP (as proposed) implementation in India in past 7 years (as on date of issuance of Bid) in Public Sector Units(PSU)/State/Central Govt. / ULB</p> <ul style="list-style-type: none"> ▶ 1st project – 10 marks ▶ 2nd project – 5 marks ▶ Experience with ULB – 5 marks | <p>Request to relax the criteria for of ULB Experience and allow as per below: Experience of prime bidder in COTS ERP (as proposed) implementation in India in past 7 years (as on date of issuance of Bid) in Public Sector Units(PSU)/State/Central Govt. / ULB For each Project - 10 marks</p> | RFP terms prevail |
| 152 | Form –1.8: Format for Declaration by the bidder for not being Blacklisted / Debarred | (To be submitted on a 100-rupee stamp paper by each member of consortium separately) | Please allow to Submit the same on the Company’s Letter Head signed by authorized signatory | RFP terms prevail |
| 153 | Form –1.10: Curriculum Vitae of | Each resume must be submitted with the necessary qualification & experience | Please remove the criteria to submit copies of qualification & experience | Please refer Addendum & Corrigendum. |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | Proposed Team Members (Key Personnel) | certificates. The details provided should help in ascertaining the eligibility of the candidate vis-à-vis the qualification and experience requirement for that post. Resumes must be recently signed and dated, in blue ink by the respective personnel. Photocopy or unsigned Resumes shall be rejected. The attested photocopies of relevant documents (educational, experience) to be submitted as proof along with Resumes. | certificates <ul style="list-style-type: none"> Please remove the criteria to submit the attested photocopies of relevant documents (educational, experience) to be submitted as proof along with Resumes Please remove the criteria for “9. Candidate’s Attestation for the Resume” | |
| 154 | Form –1.11: Resource Deployment Plan | Application Developers | Please confirm that Application Developers are to be deployed at Offshore only and development will be carried out from Offshore. | Application development lead is required full time onsite, supported by application developers onsite/offshore to meet the timelines/SLA/KPI. |
| 155 | 2.1.2 Citizen Services | It is envisaged that SMC portal will serve as the front end for citizen services with multilingual support. The same will be integrated to ERP and BPM applications in backend as and when they will Go-Live. | Please whether modules mentioned in 2.1.2 Citizen Services are to provide as part of COTS ERP or can be develop bespoke? Please specify the list of modules to be provided as part of COTS ERP | In terms of breakup, it is envisaged that: <ol style="list-style-type: none"> ERP Off-The-Shelf Core Modules ERP - Citizen services and Revenue collection To come from COTS ERP, SI may propose separate COTS product for E-office applications using DMS and BPM if it is better fit and also cost effective. |
| 156 | Section 2.2 Page 21 Module Wise Functional Requirements 1. Financial | Point no 8: Ability of the System to interface with various third party softwares / tools and legacy system | Please clarify: <ol style="list-style-type: none"> The details of third party softwares with which Accounting module is expected to interface/integrate Also details of applications/modules | Integration Requirements are provided in section 2.3. Further details will be finalized as part of business blueprint phase |

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| | Accounting, Costing, Funds and Grants | | available in the legacy application is not provided in detail | |
| 157 | Section 2.2 Page 21 Module Wise Functional Requirements 1. Financial Accounting, Costing, Funds and Grants | Ability to record and do inter-company / inter-unit accounting for the transactions and report balances | Please clarify: 1. The details of inter-company transactions that are envisaged. 2. What would be the possible types of different companies whose transaction will have to be captured | Please refer Addendum & Corrigendum. |
| 158 | Page 69. Change Management & Training | General | Please clarify: 1. The break-up of different categories of users identified to be trained 2. The overall training schedule 3. The break-up of trainees for different types of training viz. Management level training, Application specific training etc. 4. The approximate training duration for each batch 5. The approximate batch size 6. Whether logistic support viz. Computers, Conference room etc. would be provided by department 7. Whether the training is to be conducted at a single location only | Bidder as part of Implementation has to prepare the training plan as deliverable and to be approved by SMC. SMC will provide necessary infrastructure like space, projector, desktop for SMC users, power, connectivity within SMC premises. |
| 159 | Section 1.4 Page 14 Backend applications | There are more than 60 applications in production use for different functions like Accounts. | Please clarify: 1. The details of applications in the legacy solution available for Accounts 2. Whether it is developed on centralized or decentralized architecture 3. Whether the version of the application is same across all installation | The accounts backend systems will retire once ERP system Go-Live |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|---|---|---|
| 160 | General | External Integration | Please clarify: Whether integration with any external entities is expected viz. Banks etc. 1. The nature of integration viz. periodicity, mode of transfer etc. | Bank Integration is required as in section 2.3, further details will be finalized as part of business blueprint phase |
| 161 | 2.6.2 Project phases and deliverables | Project Phase and Exit Criteria | Please clarify the list of modules to be deployed in Release 0 and Release 1 as the same is not mentioned | SMC expects proposals from bidders in relation to logical phasing of these modules and part of technical presentation evaluation. Final decision will be taken during initial phase of project preparation. |
| 162 | Functional Requirements Section 1.7 Page 24 | Project Costing | Please clarify whether the codification for Costing viz. Cost Center / Profit center be part of the Chart of Accounts | Yes |
| 163 | 2.2 Module Wise Functional Requirements | 1. Financial Accounting, Costing, Funds & Grants | Please clarify whether the Accounting will be totally based on Accrual Based Accounting principles? | Understanding is correct |
| 164 | Pg 1 | Last date (deadline) for Online Price Bid Submission: 01/06/2017 Last date (deadline) for Technical Bid Submission: 06/06/2017 | Request SSCDL to kindly keep the date of submission of both Technical & Price Bid on the same date | RFP terms prevail. Please refer Addendum & Corrigendum for revised submission dates. |
| 165 | General | | Also, request for providing atleast 3 weeks' time from the date of issue of pre-bid clarifications for submission of technical & price bids | Please refer Addendum & Corrigendum. |
| 166 | Pg. 3 | EMD of Rs. 50,00,000 (Rupees Fifty lakhs only) whereby 50% amount shall be in the form of Demand Draft / Banker's Cheque in favour of "Surat Smart City Development Limited", from Nationalized or Scheduled bank and 50 % amount shall be in the form of | Request SSCDL to kindly accept 100% of EMD in the form of Bank Guarantee valid for 180 days from the date of bid opening | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | Bank guarantee of any nationalized / scheduled banks with validity of 180 days from the date of Bid opening. | | |
| 167 | 2.6.2 Project phases and deliverables;Pg. 78 | Note 2. For delay of every week per milestone, a penalty of 1% of payment for corresponding/relevant milestone would be deducted, provided the delay is attributable to the vendor. The decision of SMC/SSCDL will be binding in this regard. | Request SSCDL to kindly modify as follows "For delay of every week per milestone, a penalty of 0.5% of payment for corresponding / relevant milestone would be deducted, provided the delay is attributable to the vendor. The decision of SMC/SSCDL will be binding in this regard" | RFP terms prevail |
| 168 | Pg. 78 | 2.6.3 Payment Schedule or payment terms during implementation | As per impact of GST, the Taxation should be 100% with delivery of goods/licenses. Request the Dept. to modify the payment terms in sync with this requirement. | RFP terms prevail |
| 169 | 2.6.6 Monthly Penalty for Missed KPIs; Pg. 79 & 2.6.11 Penalty; Pg. 83 | | Request SSCDL to cap the overall Penalty / SLA to 10% of the total contract value | Please refer section No. 2.6.11 |
| 170 | 2.6.12 Limitation of Liability; Pg. 84 | | Request to kindly cap the Limitation of Liability to 10% of Total Contract Value | RFP terms prevail |
| 171 | Pg. 91 | 3.11.12 Intellectual Property Rights | We understand that the IPR of any pre-existing work (SW) of the Bidder used for implementing the project shall lie with the Bidder. The IPR for Bespoke/COTS SW shall lie with SSCDL. Please confirm | IPR for any pre-developed software or tool used by bidder for implementing the project at bidder's cost shall lie with the bidder. |
| 172 | 5.4.1 Check list for documents - Technical Proposal Pg. 100 | d) The Bid must be sent strictly by Postal Speed Post or Registered Post AD only so as to reach on or before 06.06.2017 up to 18.00 hrs. Bids received in any other manner or mode (like courier, in person, etc.) will not be | Considering the postal delays, we request SSCDL to allow submission of hard copy of technical bid in person also. | RFP terms prevail |

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| | | considered. SSCDL won't be responsible for postal delays. | | |
| 173 | 6.4 FINAL EVALUATION OF PROPOSAL; Pg. 114 | The final evaluation of proposals shall be on the principle of Quality Cum Cost Based Selection (QCBS) based on the final weighted score. A weightage of 60% will be assigned to the Technical Bid Score and a weightage of 40% will be assigned to the Financial Bid Score. | Request to kindly amend the weightage of technical bid evaluation to 80% and financial bid score to 20% | RFP terms prevail |
| 174 | General | Liquidated Damages | Please cap the Liquidated Damages to 5% of the TCV. | RFP terms prevail |
| 175 | 6.2- TECHNICAL EVALUATION CRITERIA/2 ;Page no110 | Relevant experience of bidder in proposed Workflow/ BPM based E-office applications implementation in Public Sector Units(PSU)/State/Central Govt. / ULB in India in past 7 years (as on date of issuance of Bid) (maximum 2 projects) <ul style="list-style-type: none"> ▶ For the project having user base of more than 250 concurrent users – 5 marks each ▶ For the project having user base of more than 125 concurrent users – 3.5 marks each | Kindly modify this clause to " Relevant experience of bidder in bespoke/ proposed Workflow/ BPM based E-office applications implementation in Public Sector Units(PSU)/State/Central Govt. / ULB in India in past 7 years (as on date of issuance of Bid) (maximum 2 projects) <ul style="list-style-type: none"> ▶ For the project having user base of more than 250 concurrent users – 5 marks each ▶ For the project having user base of more than 125 concurrent users – 3.5 marks each " | RFP terms prevail |
| 176 | 6.1.3 - Pre-Qualification Criteria – Workflow/ BPM based E-office applications/3 ;Page no 108 | The product must be listed in the latest Gartner Magic Quadrant (2016 or later) of Enterprise Content Management and Intelligent Business Process & Management | This criteria will restrict the bidder to propose various standard, robust, proven application platforms available in the industry. So request to kindly remove this Prequalification criteria | RFP terms prevail |
| 177 | 6.1.3 Pre-Qualification Criteria – Workflow/ BPM | Implementation Partners - The OEM should have at least 3 Implementation Partners in India | This criteria will restrict the bidder to propose various standard, robust, proven application platforms available in the | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | based E-office applications (if not part of COTS ERP) | | industry. So request to kindly remove this Prequalification criteria | |
| 178 | 6.1.3 Pre-Qualification Criteria – Workflow/ BPM based E-office applications (if not part of COTS ERP) | Support - The OEM should also have SLA based 24/7 x 365 days support center located in India | This criteria will restrict the bidder to propose various standard, robust, proven application platforms available in the industry. So request to kindly remove this Prequalification criteria | RFP terms prevail |
| 179 | 6.1.2 - Pre-Qualification Criteria - System Integrator/2 ;Page no 105 | The prime bidder should have average turnover of minimum INR 150 crores in last three financial years (FY-13-14, FY-14-15, FY-15-16) from IT/ ITeS | Kindly modify this clause to " The prime bidder should have average turnover of minimum INR 500 crores in last three financial years (FY-13-14, FY-14-15, FY-15-16) from IT/ ITeS | RFP terms prevail |
| 180 | Form –1.4: Financial Capability Statement ;Page no 126 | (Signed and Sealed by the statutory auditor | Kindly amend as (signed and sealed by Authorized signatory of bidder | Please refer Addendum & Corrigendum. |
| 181 | 2.1.1 ERP Off-The-shelf core modules, PG # 16 | COTS ERP | Kindly allow Be-spoke solution also | RFP terms prevail |
| 182 | 2.1.4 Estimated number of users PG# 20 | Estimated number of users | Kindly provide the internal concurrent users , approximate external users and concurrency | Please refer Section - 2.1.4 |
| 183 | 2.4.6.1 Data Migration PG# 72 | Data Migration | Kindly provide the following details 1) details on Volume of the data to be migrated 2) What all the databases (Make and version) 3) Will the clean data for migration would be provided at centralized location. 4) Whether all the data expected to be | Please refer Addendum & Corrigendum. |

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| | | | migrated are available in central server 5) Approximate no. of tables etc. | |
| 184 | 2.4.7 Capacity Building & Training PG#73 | Capacity Building & Training | Kindly provide the following details 1) Number of sessions 2) Training space , projectors, power , desktops , furniture , connectivity will be provided by department 3) Department would make sure 100% attendance 4) Can SI opt for digital training method | 1) Bidder as part of Implementation has to prepare the training plan as deliverable and to be approved by SMC. 2) SMC will provide necessary infrastructure like space, projector, desktop for SMC users, power, connectivity |
| 185 | 2.4.9 Certification PG#75 | The bidder to get the implemented solution ISO 27001 certified by STQC | Kindly clarify separate certification of ISO 27001 is required if the bidders are ISO 27001 certified | RFP terms prevail |
| 186 | 2.4.6 Release Management PG# 72 | In case of any upgrade in hardware, OS and database upgrade, selected SI has to migrate the solution to new version, | Major upgrade of system software needs to be tested with the application. | End-to-end testing is required to be carried out. |
| 187 | General | | Kindly clarify the department would provide the following 1) Required servers 2) Required system software , DB , middle ware 3) Required Storage 4) Connectivity - DC&DR and end locations 5) Security subsystems (firewall , DDOS , IPS , Antivirus) 6) Required space , rack , cooling , power at DC & DR | Please refer Addendum & Corrigendum. |
| 188 | 2.6.12, Pg 84 | Limitation of Liability | Please restrict the liability to the amount of 12 months of fees paid under that applicable work that gives rise to such liability | RFP terms prevail |
| 189 | 2.6.12, Pg 84 | Limitation of Liability | Exclusions of all indirect liabilities need to include special, indirect, incidental, | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | | exemplary or punitive damages, apart from consequential | |
| 190 | 2.6.11, Pg 83 | In case the overall support of the bidder to the SSDCL is not found sufficient or satisfactory, the same will also amount to failure and attract a penalty generally up to 10% of the consideration of Contract. | Maximum penalty including SLA breach need to be limited to 5% of the payment due for the period for which it is measured | RFP terms prevail |
| 191 | 3.11.12, Pg 91 | Intellectual Property Rights: | Bidder will provide third party IPR infringement | RFP terms prevail |
| 192 | 3.11.12, Pg 91 | Intellectual Property Rights: | Please include standard exclusions and remedies in IPR indemnity | RFP terms prevail |
| 193 | 3.11.10, Pg 91 | Termination / Withdrawal | Bidder also should have Termination rights in event of breach of any terms and conditions of the RFP or for delayed payment by the Client | RFP terms prevail |
| 194 | 2.0 Scope of Work | The proposed ERP implementation and post-implementation support at SMC aims to best utilise latest technology for SMC operations and envisages to take the computerization of the corporation to the next level. | Please confirm whether SMC is open for Cloud ERP solution for some of its business processes viz. HCM, Financials, etc. Please specify if SaaS (Software as a Service) Cloud solution will be acceptable to SMC | Solution needs to be hosted on SMC Data Center |
| 195 | 2.1.1 ERP Off-The-shelf core modules | Human Resource, Payroll & Employee self-service | Please specify if all of the 20180 employees across Class 1, 2, 3 & 4 are in Payroll of SMC | Please refer Addendum & Corrigendum. |
| 196 | 2.3 INTEGRATION REQUIREMENTS | Necessary integration shall have to be undertaken by the SI. | Please specify how many interfaces needs to be considered between existing 38 applications of SMC with the new ERP solution to be implemented. Can we assume one interface per integration between existing applications of SMC with each of the modules (say Finance, Payroll, etc.) of the new ERP solution. | Detailed requirements will be finalized during Business blueprint phase. |
| 197 | 2.4.6.1 Data Migration | Data cleansing and preparation | We understand that extraction of data from existing legacy applications of SMC needs | Please refer Addendum & Corrigendum. |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | Extracting Master and Transactional data from legacy applications | application knowledge of these legacy systems and hence data extraction from legacy applications will be responsibility of existing IT team of SMC. As an SI, TCS will provide templates for master data, transaction data and open balances in which SMC IT team will provide data in prescribed formats extracting those from existing legacy system & then cleansing the data. Please confirm if this approach is acceptable to SMC. Also, TCS will migrate only master data, transaction data & open balances from pre-defined templates into the new ERP solution to be implemented, historical data will not be migrated. Please confirm if this is fine with SMC. | |
| 198 | 2.4.3 Realisation | The selected system integrator shall design the traceability matrix, Test cases and conduct testing of various components of the software developed/customized for the Project | We understand that Performance or Non-functional testing is out of scope. Please confirm. | Please refer Section-2.4.4 |
| 199 | 2.6.1 Timelines & Deliverables | The implementation (Release 0 and 1) must be completed in 8 months and 14 months respectively and post implementation support will be for overall 7 years of contract period starting post first release Go-Live. | Please provide the rational for implementing the solution in 2 phases/releases i.e. R0 and R1. Please mention which of the modules/applications/business functions will go-live in R0 and R1 respectively. | SMC expects proposals from bidders in relation to logical phasing of these modules and part of technical presentation evaluation. Final decision will be taken during initial phase of project preparation. |
| 200 | 2.6.1 Timelines & Deliverables | The implementation (Release 0 and 1) must be completed in 8 months and 14 months respectively and post implementation | We understand that R0 will go-live in 8 months and R1 in 14 months, followed by 3 months of Hypercare support starting after | Please refer Addendum & Corrigendum. |

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| | | support will be for overall 7 years of contract period starting post first release Go-Live. | go-live for each of these releases. Also, post go-live support (PGLS) will start from first go-live (R0) and will continue till 7 years of overall contract period i.e. duration of PGLS will be 4 months + 6 years starting from R0 Go-live. Can you please confirm if this understanding is correct? | |
| 201 | 2.4.5 Go-Live and Hypercare Support | The SI is expected to provide training to SMC project team on these software, tools, scripts, accelerators, and processes during different phases of the project as and when these are deployed. | We understand that TCS will train the core users of SMC adopting "Train the Trainer" approach and these core users will in turn train the end users of SMC. Please confirm. | Only train the trainer will not be sufficient and end user training will also be required with help of core users as specified in section 2.4.7 |
| 202 | 19. Technical Requirements | 19.2 Document Management Requirements | What kind of Content Management server is currently being used? If none is being used currently, is one planned for future use? Are you looking at a COTS product like Oracle WebCenter Content or any other open source products? | SMC is not using Content Management system currently. Bidders to propose the product as per section 6.1.3 if not part of COTS ERP |
| 203 | 19. Technical Requirements | 19.2 Document Management Requirements | What would be the approval process for new content into the system? For example, author and editor revisions or some other workflow? | Detailed requirements will be finalized during Business blueprint phase. |
| 204 | 19. Technical Requirements | 19.2 Document Management Requirements | What would be the volume of contents stored in the repository - No. of Files/documents - Average size of files/documents | Detailed requirements will be finalized during Business blueprint phase. |
| 205 | 19. Technical Requirements | 19.2 Document Management Requirements | Are there any integration requirements of the content management system with any other external systems? If yes, then provide the list of applications that would be integrated with Document Management System. | All solutions proposed as part of this RFP, along with those mentioned in section 2.3. |

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| 206 | 19. Technical Requirements | 19.2 Document Management Requirements | Do you have requirement to provide complete imaging management—from creating to archiving? | Complete process from document creation to archival is required as part of solution. |
| 207 | 19. Technical Requirements | 19.2 Document Management Requirements | Do we need to extract and capture the data elements from the forms by using OCR/ICR or zonal OCR features? Is this extracted data to be used in any other system other than the associated Document Management System (DMS)? | Please refer Addendum & Corrigendum. |
| 208 | 19. Technical Requirements | 19.2 Document Management Requirements | Can you please elaborate the following line “The solution should have the capability to capture the document through mobile devices along with indexing.”? | Employees on field should be able to capture details through their mobile during field inspection and complete/ initiate the related business process |
| 209 | 19. Technical Requirements | 19.2 Document Management Requirements | Can you please elaborate the following line " The copy of the document should be automatically deleted from the capturing mobile, once the document is transferred to DMS., as well as, compression features to compress the large size files to a smaller size file."? Are you looking to build a hybrid mobile app from scratch for this? | Automatic deletion is intended for optimizing the storage of the user devices. |
| 210 | 19. Technical Requirements | 19.2 Document Management Requirements | Can you please let us know if you are looking at any 3rd party or custom solution for the following requirement “The solution should provide support for automatic document quality analysis so that any bad quality document doesn’t get uploaded to the Document Management System.”? | RFP terms prevail |
| 211 | Scope Section 2-Pg 15 | Migration of all data from some of the existing applications | How many years of Actual/Forecast data will need to be Migrated for Planning Purpose? | Please refer Addendum & Corrigendum. |

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| 212 | Scope Section 2-Pg 15 | Integration of applications/software implemented | How many upstream and downstream integrations are being proposed for the Planning solution? | Detailed requirements will be finalized during Business blueprint phase. |
| 213 | Scope Section 2-Pg 15 | Capacity building and training | We assume an "On Premise" implementation. For Capacity Building, how many environments are being envisaged for building the Planning solution? Development, Production etc | Development, Quality, UAT and Production is envisaged. Bidder should propose the landscape based on Market and OEM best practices. |
| 214 | 2.2 Module wise Functional Requirements 1.8 Budget, Funds & Grants-Pg 24 | Ability to maintain budget centers to manage & control budgets | We understand that Cost Center/Budget Center Budgeting is in scope for Revenue & Expense only. Please Confirm. If Yes, will Revenue & Expense Planning be driver based? | SMC prepares budget considering past, current and future forecast. Relevant information will be shared with selected bidder during implementation. |
| 215 | 2.2 Module wise Functional Requirements 1.8 Budget, Funds & Grants-Pg 24 | Ability to maintain budget centers to manage & control budgets | For In Built Budget Preparation, will Revenue & Expense Planning be driver based? | SMC prepares budget considering past, current and future forecast. Relevant information will be shared with selected bidder during implementation. |
| 216 | 2.2 Module wise Functional Requirements 1.8 Budget, Funds & Grants-Pg 25 | Ability to maintain original budget, revised budget, supplementary budget and latest forecast | What is a Supplementary Budget? How many forecasting scenarios are required to be maintained? | Supplementary budget is transfer of budget from one unit to another OR putting addition to existing budget. Minimum 2 forecasting scenario are required (One fixed scenario - Would be freeze after budget approval, Second will be variable (Would change during the period) |
| 217 | 2.2 Module wise Functional | Alerts for important events | How many users are expected for the Planning solution? | Please refer section 2.1.4 |

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| | Requirements 1.8 Budget, Funds & Grants-Pg 25 | | | |
| 218 | 2.2 Module wise Functional Requirements 2.10 Employee Self Service & Manager self service-Pg 32 | Human Resource Budgeting | We understand that Workforce Budgeting is in scope. Please Confirm | Yes |
| 219 | 2.2 Module wise Functional Requirements 4.7 Financial Planning-Pg 39 | To provide various techniques for planning costs and revenues in Project System depending on financial planning requirements | We understand that Project Budgeting is in scope. Please Confirm. If Yes, is it expected to be done in the Project Module of ERP? What is the level of complexity for Project Budgeting? | Yes & to be done in project module. Other Relevant information will be shared with selected bidder during implementation |
| 220 | 2.2 Module wise Functional Requirements 4.7 Financial Planning-Pg 39 | To provide various techniques for planning costs and revenues in Project System depending on financial planning requirements | What is the level of complexity for Project Budgeting? Are Business Cases expected to be built in the Project system? | Relevant information will be shared with selected bidder during implementation |
| 221 | 2.2 Module wise Functional Requirements 4.8 Budget Management-Pg 39 | One can allocate budget to projects | What is the level of complexity for Project Allocation? Is the Allocation process applicable for Budget only or will it also apply to Actuals and Forecasts? Is Allocation a multi stage process? | Allocation will apply to Actuals & forecasting as well & it is multi stage process. |
| 222 | 2.2 Module wise Functional Requirements 4.1.4 Project Cost Monitoring-Pg 40 | Project System provides various standard reports for real-time reporting of financial and logistic project data. | How many reports are expected from the Budgeting Solution? | Relevant information will be shared with selected bidder during implementation |
| 223 | Scope of work. Page 15 | Migration of all data from some of existing applications | Request you to please specify in details about volume of data to be migrated. Please also specify the format in which data is | Please refer Addendum & Corrigendum. |

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| | | | available in legacy existing application for respective modules. | |
| 224 | Page 2. Section 2. | ERP – Off the shelf core modules. | Request you to please confirm if framework-based-configurable-solution qualifies under this clause. | RFP terms prevail |
| 225 | Page 17. F. Water Utility and Billing | GIS based interface | Please confirm if GIS maps are already available with Municipal Corporation | Yes |
| 226 | 2.1.2. Citizen Services | Citizen Services | We understand that the upgrade of the existing portal is out of scope of implementation of SI. Please confirm, | Please refer Addendum & Corrigendum. |
| 227 | 2.1.2. Citizen Services | Citizen Services | Please let us know the technology landscape of the existing portal. Please also let us know the process to be followed if new services are to be hosted on the existing portal - Would it be in scope of implementation of SI or the existing vendor would take care of the same? | The current citizen services portal (E-Pay) is on ASP.NET, Once the backend services of property tax, water utility, professional tax etc. are moved to ERP necessary changes/ references on the current portal and mobile app for the new services will be in scope of SI. |
| 228 | General | Mobile Application | Please confirm if SMC already have any existing mobile application in place. Please also confirm, if hybrid mobile application would be acceptable solution from mobility point of view. | Please refer Addendum & Corrigendum. |
| 229 | 15 | Scope of Work | Please share details of legacy systems being decommissioned and data that needs to be migrated on ERP COTS modules | Please refer Addendum & Corrigendum. |
| 230 | 16 | ERP Off-The Shelf Core Modules | Does the solution needs to support Multilingual function with Indian languages? Or it can operate in English/ | System should have ability to accept user inputs and store data in Unicode Gujarati as well. The system should also have capability to display the captions |

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| | | | | in Gujarati. SMC will provide the necessary translations wherever required. |
| 231 | 17 | Procurement, Material Management & Vendor Management | Please let us know the no. of material / asset / Vendor Service / citizen masters currently existing in system and to be migrated in new setup | Relevant information will be shared with selected bidder during implementation. |
| 232 | 17 | Project & Portfolio Management | Please let us know approx no. of projects running at given point in time? | Relevant information will be shared with selected bidder during implementation. |
| 233 | 19 | Workflow/ BPM based E-office applications using DMS | Please let us know if the DMS system is also to integrate with back end ERP core modules? | Yes |
| 234 | 25 | Travel & Expenses / Payroll integration | Please let us know how often employee submit Expense? On an average how many expense reports are handled in a month? IS SMC open to using a SaaS based application for Employee Expense management? | Detailed requirements will be finalized during Business blueprint phase. SaaS is not envisaged. |
| 235 | 25 | Reports | Please let us know if SMC is open to use standard report formats where ever it is available readily out of system? | Yes as far as the standard reports meet the requirements. |
| 236 | 62 | High Availability & Disaster Recovery | 1) What is the RPO & RTO defined for DC/DR setup? 2) Should DR be configured 50% of DC workload or 100% of DC workload? 3) Is it Active or Passive DR? | 1) Under planning stage, to be shared with selected bidder 2)100% for production environment, 50% for others 3)Active DR |
| 237 | 62 | High Availability & Disaster Recovery | Please provide details of SMC's IT infrastructure which is planned for this ERP. | Details will be shared with selected bidder |
| 238 | 62 | SSO solution should provide Session Security to ensure that the information is not tapped by unauthorized people | Do you mean security should enforce system administrators or database administrators to refrain from accessing application specific data? | RFP terms prevail. |

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| 239 | 64 | The System should maintain audit-trail of all activities being done in the system, documents etc. by users as well as administrators. | Should audit trail consider activities carried out by application users, database users, DBAs as well? If yes, then ideally you should keep audit information in separate audit warehouse and capture audit events from ERP database to audit warehouse db (only accessible to security administrators). please confirm. | Audit trail will be required for all activities in the system, SI to propose best practices to achieve the requirements. |
| 240 | 62 | High Availability & Disaster Recovery | 1) As part of High Availability, is the solution to be deployed with Active-Active clustering at DC? 2) Is Active-Active configuration required at DR? | 1) Yes 2) Yes |
| 241 | | Database for ERP | In order to ensure ERP data security, Kindly suggest if security features like fine grained access control, privileged users access control, Tablespace encryption are to be proposed that are integral features of the underlying ERP database. | Please refer Addendum & Corrigendum, Database to be part of SI responsibility. SI to propose best practices to achieve the requirements. |
| 242 | 64 | 2.3 INTEGRATION REQUIREMENTS | 1.Does all the application listed under "2.3 INTEGRATION REQUIREMENTS" support REST or SOAP Based webservice integration ? 2. Do any of these application uses any legacy protocols to integrate for realtime or batch integration ? If yes please provide info about those protocols and data formats. 3. Are ther any SLA's (example : Response Time) clearly defined and which need to goverend while integrating with other system ? If yes please do provide those non-functional SLA requirement ? | 1 & 2. Most of the existing applications are developed on VB .NET, ASP.NET, C #, VB and backend used is MS SQL 2012 3. To be finalized during business blueprint 4. Basic Authentication only 5. Encryption/ Decryption will be required for certain Interfaces like bank interfaces etc. |

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|-----|---|---|--|---|
| | | | <p>4. Do all these application just use Basic Authentication (Username Password based) or there are other standards too. Please provide information .</p> <p>5. Is there any Message Encryption/Decryption being used by these listed application while exposing their functionality/API for integration ?</p> | |
| 243 | 64 | Email Exchange & Collaboration tool: Bidder to suggest and implement leading email exchange solution and collaboration tool that appears in latest Gartner Magic Quadrant of “Social Software in the workplace” for SMC employees | Referred Gartner may not valid for the Messaging platform as it doesn't talk about the email / messaging. The reports for Messaging platforms are written by Radicati. Request the Radicati Magic Quadrant Report for Messaging Platform should also be considered. | RFP terms prevail |
| 244 | 64 | Email Exchange & Collaboration tool | Please let us know the redundancy requirement for the Solution | SI to propose the best practices and offer solution meeting the requirements of the RFP |
| 245 | 64 | Email Exchange & Collaboration tool | Does the solution require Presence & Chat services along with Email messageing | Collaboration tool will require chat services |
| 246 | 64 | Email Exchange & Collaboration tool | Do we need consider existing Antispam and Anti Virus servers for the Messagaing Platfrom. | Please refer Addendum & Corrigendum |
| 247 | 64 | Email Exchange & Collaboration tool | Kindly add any specific requirement apart from the General requirements as Gol e.g. if Digit Signature / Encryption of emails are required to be done (Please note that Encryption Token i.e. Public & Private key to provided by Organization), any SSO Integration etc. | Please refer Addendum & Corrigendum |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|--|---|-------------------------------------|
| 248 | 103 | 6.1.1 7 Source code :the proposed solution to come with complete transparency including the source code for customization | The customizations for the project will be done by the SI and SI will provide the source code of customization to the customer. | RFP terms prevail |
| 249 | 103 | The OEM should commit to support the software for which license is provided in the scope of this RFP at least for 7 years. End of support date should not have been announced for the product proposed. OEM will abide by the same SLA during annual maintenance support period as System Integrator in case of any product bug raised on their service portal by the SI based on the priority matrix. | As the technology and innovation cycles are moving fast , OEM might come forward with a better solution or better technology. | RFP terms prevail. |
| 250 | 6.1.2, Page - 105 | <p>5. The Prime Bidder should have experience of implementing same COTS ERP (as proposed) solution in at least one (1) Government (State or Central) / Public Sector Units/ ULB customers in India with minimum project value of Rs. 10 crore (excluding hardware cost) encompassing any three out of the following five modules in last 7 years (as on date of issuance of Bid).</p> <p>a. Financial Accounting and Costing b. Payroll and HR c. Project Management d. Purchase and material management e. Asset management</p> <p>Proof Documents Required - Experience Statement as in Appendix 1 Form – 1.5 - Provide Evidences in terms of copy work</p> | <p>We understand that the project value of Rs 10 Cr is with licensing cost. We would like to inform that the Company like us are not the reseller of COTs licenses, thus the value of the project goes down. Further, licenses can be bought by customer directly from OEM. With this regard, we request to amend the clause as below:</p> <p><i>The Prime Bidder should have experience of implementing same COTS ERP (as proposed) solution in at least one (1) Government (State or Central) / Public Sector Units/ ULB customers in India with minimum project value of Rs. 10 crore (excluding hardware cost)/ Or implemented Project with minimum 1000 license users encompassing any three out of the following five modules in last 7 years (as on date of issuance of</i></p> | Please refer Addendum & Corrigendum |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | <p>order / purchase order and completion certificate from client for each of the projects undertaken.</p> <p>- In case of an ongoing project, the project must have achieved a value of 10 Cr. from financial perspective. The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order</p> | <p>Bid).</p> <p>a. Financial Accounting and Costing b. Payroll and HR/ c. Project Management d. Purchase and material management e. Asset management</p> <p>Proof Documents Required</p> <ul style="list-style-type: none"> - Experience Statement as in Appendix 1 Form – 1.5 - Provide Evidences in terms of copy work order / purchase order and completion certificate from client for each of the projects undertaken - Evidence / Supporting document to showcase no of licernsed ERP users - In case of an ongoing project, the project must have achieved a value of 10 Cr. from financial perspective. The Certificate to this effect from the client on client's letter head to be provided along with copy of work order / purchase order | |
| 251 | 6.1.2, Page - 107 | The Bidder (Prime Bidder) to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP | <p>We would like to inform that the Company like us are not the reseller of COTs licenses. With this regard, we request to amend the clause as below:</p> <p>" The Bidder (any memeber of the consortium) to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP"</p> | RFP Terms Prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|--|---|--|
| 252 | 9.1, Page - 49 | Property Tax | On what platform currently is the civic center application made | Existing applications are developed on VB .NET, ASP.NET, C #, VB and backend used is MS SQL 2012 |
| 253 | 9.1, Page - 49 | Property Tax | On what platform currently is the GIS application made | Currently SMC is using iGIS platform. |
| 254 | 9.1, Page - 50 | Property Tax | Will the citizens of SMC will directly pay the property tax by logging into the portal or only employees of SMC can do the payment in system on behalf of citizens | Citizens will pay directly on the portal as well as SMC employees can collect property tax on civic centers, mobile vans etc. |
| 255 | 11.1, Page - 51 | Shops and establishment | Do tracking of number of reminders and notifications sent needs to be maintained in the new system? | Yes |
| 256 | 10.1, Page -50 | Professional tax | Is there any automatic penalty needs to be levied if customer does not submit the property tax or professional tax on time | Yes |
| 257 | 10.1, Page -50 | Professional tax | Will customer be given an access in system to see ay reports for property tax paid/professional tax | Customer should be able to see details pertaining to their account |
| 258 | 9.1.16, Page - 50 | Property Tax | Usage of telecom fibre network is not tracked and hence in the sales usage will be entered manually while raising the sales order | Query not clear |
| 259 | 9.1, Page - 50 | Property Tax | Any report format available for the expected reports | Report formats to be shared and finalized during project preparation and business blueprint phase |
| 260 | 2.1, Page - 14 | Back end systems | There are more than 60 legacy applications.Will these be decommissioned or continue to co-exist.Please provide the breakup of which once will remain in the 'TO BE' landscape?You mentioned about | Applications whose functionalities are covered under ERP will retire/sunset after successful ERP implementation whereas others |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|---|---|--|
| | | | materials management already existing.Does that mean you are already on SAP? | will be retained. The existing module called material management is VB based custom application to be replaced by proposed solution. |
| 261 | 2.1, Page - 17 | Water Utility & Billing: | For mass consumer billing, we recommend SAP ISU engine as the preferred ERP option.Have you done due diligence over this solution?What are your finding of the due diligence? Do you already have a GIS system for incidence management? For customer relation management,apart from SAP ISU,there could be a need of SAP CRM (on premise or cloud). | RFP Terms prevail |
| 262 | 6.1, Page - 43-45 | Customer relationship management | What CRM product/tool is selected?Hybris SAP CRM? | RFP Terms prevail |
| 263 | 6.1, Page - 43-45 | Service Order Management with Utility Billing | To manage the service order based on customer complaint or planned service order,the potential target architecture could be combination of CRM along with SAP Industry solutions for Utilities (ISU).What are your thought around such architecture? | RFP Terms prevail |
| 264 | 6.1, Page - 43-45 | Service Order Quotation | Typically,what kind of volumes of quotations are we talking about?Do you anticipate consumers calling your to the call center or will there be online enquiries?Have you thought of the self serve online multi channel foundation for utilities products to handle such quotation and service management process?Self serve can reduce the volumes and give greater control to the consumers to serve their own queries! | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|--|---|--|
| 265 | 6.1, Page - 43-45 | Processing Payments - Cheque/Cash/Card Payment | Will the payment gateway integration part of this project? Will there be need to store the customers details in the system or will the details be held in the payment gateway system? | Payment gateway integration is part of project. Customer details will be stored in ERP system. |
| 266 | 6.1, Page - 43-45 | Generate automatic letters/notices | What document management system are you considering? As a best practice, there could be a centralized document management strategy across the system - not just specifically for utilities? What is your thought on such proposition? | SI to propose best suitable solution |
| 267 | 6.1, Page - 43-45 | Maintain relationships between consumption history and a customer, meter and premise | This will be done as part of SAP ISU engine along with CRM layer. | RFP terms prevail |
| 268 | 6.1, Page - 43-45 | Entering Meter Readings | Is self serve in scope? What about meter reading submitted through IVR? Do you also envisage smart metering for water connections in scope? | RFP terms prevail |
| 269 | 6.1, Page - 43-45 | Collecting meter readings in the metering database | Is this done by the meter reading agencies on a periodic basis? Or is there an interface that brings the readings on a periodic basis? Do you do estimated reads for the interim periods? | Relevant information will be shared with selected bidder during implementation |
| 270 | 6.1, Page - 43-45 | Meter Malfunction Notification / Service Notification | How are such cases detected? Do people call you to the call centre? | RFP terms prevail |
| 271 | 6.1, Page - 43-45 | Provision to interface with AMR | For our benefit, please can you elaborate on AMR? Do you mean advanced metering infrastructure? | AMR - Automated Meter reading system |
| 272 | 6.1, Page - 43-45 | Spot water meter reading and billing (Pandrasara industrial area, 24x7 new north) | Is there a difference rate, reading cycle for industrial customers? For industrial customers, what are the volumes / what is the revenue split from such customers? | Relevant information will be shared with selected bidder during implementation |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|---|--|--|
| 273 | 6.1, Page - 43-45 | Validations for the spot metering and billing data update | Durign blueprint,we would like to understand the busines rules for such validations to ensure that the validations are in line with industries best practices and benchmark | Relevant information will be shared with selected bidder during implementation |
| 274 | 6.1, Page - 43-45 | MIS generation System should be capable to monitor and track the following: Meter reader's performance, Comparison of input versus expected consumption, variance in consumption for consumers etc. | What will be the source of the data for such MIS requirement? | RFP terms prevail |
| 275 | 6.1, Page - 43-45 | Tracking meter location, status, tampering | What are your thoughts inorder to achieve the tracking of the meter location/tampering?Does RFID,GPS or other such technologies being considered as part of your due diligence?Or are you dependant of human vigilance and monitoring on periodic basis? | RFP terms prevail |
| 276 | 6.1, Page - 43-45 | Provision to assign document / text/ drawing related information | This could be stored in the centralised document management system with the URL link available from the CRM solution for ready reference. | RFP terms prevail |
| 277 | 6.1, Page - 43-45 | Provision to interface with GIS | The interface to GIS needs to be both from CRM as well as backend sustum.What are your thoughts? | RFP terms prevail |
| 278 | 6.1, Page - 43-45 | Create service orders from meter reading trouble codes | Is there a need to trigger meter read orders directly from system to the service engineers handheld devices? | RFP terms prevail |
| 279 | 6.1, Page - 43-45 | Facility to change faulty meter during a billing cycle | How do you currently detect the faulty meter? | Faulty meters can be identified by any of the following way: 1. Citizen reports about faulty meter 2. Meter reading agent enters |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|---|--|--|
| | | | | details about faulty meter 3. In case of smart meters, meters stop sending the readings |
| 280 | 6.1, Page - 43-45 | Waste water billing | Fr waste water,how do you measure the consumption? | Flat rates or based on water consumption |
| 281 | 6.1, Page - 43-45 | Meter rent | Is the meter rent collected as part of the periodic billing cycle? | Relevant information will be shared with selected bidder during implementation |
| 282 | 6.1, Page - 43-45 | Service Contract and Quotation Analysis | This analysis -is it meant for consumers view of yours? | For SMC employees |
| 283 | 6.1, Page - 43-45 | Changing Account Data and Business Agreement Data | As part of design,we need to define which system is the singly source of master data - for any updates/amedments? It is CRM as it could potentially have 360 view of customer. | Relevant information will be shared with selected bidder during implementation |
| 284 | 6.1, Page - 43-45 | Govt. Taxes and Levies: rates must be configurable and the system must automatically calculate the applicable amounts and apply them on the bills and if necessary show them as separate line items | Does the ervice taxes needs to be in view of GST regime? | Relevant information will be shared with selected bidder during implementation |
| 285 | 6.1, Page - 43-45 | Business processes needs to be detailed at Level 3 and 4 and to be mapped in ERP / e-Office application. | Is it possible to get the L3-L4 processes?IS this mapping already done?Is this to be done as part of this project?Certainly L5 needs to be done. | RFP terms prevail |
| 286 | 6.1, Page - 43-45 | Changing Budget Billing Plan | How are you managing the installment plans currently?Does the water charges get clubbed as part of the propety tax in one consolidated invoice or is there a separate invoice? | Both scenarios exist |
| 287 | 6.1, Page - 43-45 | Complaints and Returns Management | Do you anticipate call centre route for handling the complaints and carry out service management via CRM? | Yes |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|---|---|--|
| 288 | 6.1, Page - 43-45 | Surcharges and Rebates on components of Water Bills must be configurable by account types | What are the various types of accounts you envisage? | Relevant information will be shared with selected bidder during implementation |
| 289 | 6.1, Page - 43-45 | System provides the ability to bill for multiple meters at a single customer account. | Is this be parent child relationship controlled via business agreement?Or this this part of collectivie billing?Or Joint invoicing? | Relevant information will be shared with selected bidder during implementation |
| 290 | 6.1, Page - 43-45 | • Demand analysis Report. | What is going to be the source of the desired data?How do we bring the external factors influencing the demand? | Relevant information will be shared with selected bidder during implementation |
| 291 | 2.1.1, Page 17 | Human Resource | Will SSCD looking for Public Cloud Platform SuccessFactors (SAP Company) for Human Resource? In case of SuccessFactors it will be completely independed system for HR. Travel & Expenses Not Available in SuccessFactors. Or they want On-Premises Human Resource Solution From SAP - S4HANA platform. All required Functionalities available in SAP - S4HANA On-Premises Platform | Solution needs to be hosted on SMC Data Center |
| 292 | 2.1.1, Page 17 | Human Resource | Should we consider that Following Modules of HR will be in Scope (Any other Module Left then please Specify)--> Organization Management Personnel Administration Time Management Indian Payroll Performance Management System Travel Management Training & Event Management Compensation & Benefit Management Employee self service | Module names can vary in different solution, not possible to comment based on one solution being an open RFP. High level requirements are provided in section 2.2 for estimation. Detailed requirements will be finalized during Business blueprint phase. |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|--|---|--|
| | | | Manager self service Learning Solution E - Recruiting | |
| 293 | 2.1.1, Page 17 | Human Resource | Should we consider that Following Module of HR will be Out of Scope --> Personnel Cost Planning and Simulation Career & Succession Planning | High level requirements are provided in section 2.2 for estimation. Detailed requirements will be finalized during Business blueprint phase. |
| 294 | 2.1.1, Page 17 | Human Resource | OM - How is the Reporting structure in the organization? Is there one to many reporting relationship? | Such scenarios although few, also exist |
| 295 | 2.1.1, Page 17 | Human Resource | OM - Is there cross functional reporting in the organization? | Such scenarios although few, also exist |
| 296 | 2.1.1, Page 17 | Human Resource | OM - Is the Functional and Administrative reporting same? | Such scenarios although few, also exist |
| 297 | 2.1.1, Page 17 | Human Resource | OM - Any specific report requirement in OM? Like printing the Org Structure in graphical manner | Detailed requirements will be finalized during Business blueprint phase. |
| 298 | 2.1.1, Page 17 | Human Resource | PA - What is the Employee Strength? All on Payroll? Any Contract Employees? | Please refer Addendum & Corrigendum |
| 299 | 2.1.1, Page 17 | Human Resource | PA - How many Legal Entities in scope? | Please refer Addendum & Corrigendum |
| 300 | 2.1.1, Page 17 | Human Resource | PA - Any letters you want to generate from the system? Like Appointment letter/Transfer etc. | Yes |
| 301 | 2.1.1, Page 17 | Human Resource | PA - Status of the master data? Any legacy system for master data or excel sheets? | Legacy system exist |
| 302 | 2.1.1, Page 17 | Human Resource | PA - Currently how Joining Formalities done? Online submission by employee or Manual? | Relevant information will be shared with selected bidder during implementation |
| 303 | 2.1.1, Page 17 | Human Resource | PA - Induction forms in place? | Yes |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|--|--|--|
| 304 | 2.1.1, Page 17 | Human Resource | PA - Exit Formalities? Exit interview form? | Yes |
| 305 | 2.1.1, Page 17 | Human Resource | PA - In case of PA any specific Report requirements which are not covered now? | Relevant information will be shared with selected bidder during implementation |
| 306 | 2.1.1, Page 17 | Human Resource | PA - Any documents like scanned educational certificates/ Photo upload for employees required? | Yes |
| 307 | 2.1.1, Page 17 | Human Resource | PMS - Appraisal cycle? How many levels involved now? | Relevant information will be shared with selected bidder during implementation |
| 308 | 2.1.1, Page 17 | Human Resource | PMS - Is PMS KRA/KPI based? | Yes |
| 309 | 2.1.1, Page 17 | Human Resource | PMS - Any automatic notifications to concerend participants involved? | Yes |
| 310 | 2.1.1, Page 17 | Human Resource | PMS - Is there two different types of reporting in place, like functional and Administrative? | repeat query from same bidder |
| 311 | 2.1.1, Page 17 | Human Resource | PMS - Is Same reporting applicable for all employees? | Query not clear |
| 312 | 2.1.1, Page 17 | Human Resource | PMS - Is Appraisal score based? If yes, Qualitative & Quantitative? | Both |
| 313 | 2.1.1, Page 17 | Human Resource | PMS - Is any payment linked to the Appraisal scores? | Relevant information will be shared with selected bidder during implementation |
| 314 | 2.1.1, Page 17 | Human Resource | PMS - Is there any past data which needs to be uploaded in SAP | Please refer Addendum & Corrigendum |
| 315 | 2.1.1, Page 17 | Human Resource | PY - Is Payroll Run for all the employees? Including Contract if any | Please refer Addendum & Corrigendum |
| 316 | 2.1.1, Page 17 | Human Resource | PY - Is any of the inputs required for payroll dependant on Legacy or third party system like canteen deduction based npunches | Yes, Biometric, medical etc. as in section 2.3 |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|--|--|--|
| 317 | 2.1.1, Page 17 | Human Resource | PY - Do you make any mid month payments other than salary? | Yes, travel expense, general expense, etc. |
| 318 | 2.1.1, Page 17 | Human Resource | PY - Do you have flexible package? Wherein employee declares the amount? | Relevant information will be shared with selected bidder during implementation |
| 319 | 2.1.1, Page 17 | Human Resource | PY - Investment Declaration is online? | Expected from ESS |
| 320 | 2.1.1, Page 17 | Human Resource | PY - Are balances are posted from HR to FI or manual JV is used? | Relevant information will be shared with selected bidder during implementation |
| 321 | 2.1.1, Page 17 | Human Resource | PY - Any particular car schemes applicable? | Relevant information will be shared with selected bidder during implementation |
| 322 | 2.1.1, Page 17 | Human Resource | PY - Is there any standard logic for increment like slab based? | yes |
| 323 | 2.1.1, Page 17 | Human Resource | PY - In which Language Payslip is printed now? | English |
| 324 | 2.1.1, Page 17 | Human Resource | PY - Is there any company specific reporting requirement? Like CTC | Relevant information will be shared with selected bidder during implementation |
| 325 | 2.1.1, Page 17 | Human Resource | REC - Scope of the Recruitment cycle? | Relevant information will be shared with selected bidder during implementation |
| 326 | 2.1.1, Page 17 | Human Resource | REC - Are you looking for portal based recruitment (e-recruitment)? | Yes |
| 327 | 2.1.1, Page 17 | Human Resource | REC - Normally how many ppl join on monthly or quarterly basis? | Relevant information will be shared with selected bidder during implementation |
| 328 | 2.1.1, Page 17 | Human Resource | REC - Any integration with third party job portals expected? | Not in scope |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|--|--|--|
| 329 | 2.1.1, Page 17 | Human Resource | REC - Any automatic notifications expected to be sent to candidates & Personal involved? | Yes |
| 330 | 2.1.1, Page 17 | Human Resource | REC - Any budgeting involved? | Yes |
| 331 | 2.1.1, Page 17 | Human Resource | REC - Any Reporting requirement? | Yes |
| 332 | 2.1.1, Page 17 | Human Resource | TECH - DMS Module requirement? Which handle Documents of Employees. | Yes |
| 333 | 2.1.1, Page 17 | Human Resource | TEM - Training Cycle? Calendars are generated every year? | Relevant information will be shared with selected bidder during implementation |
| 334 | 2.1.1, Page 17 | Human Resource | TEM - Training Identifications | Relevant information will be shared with selected bidder during implementation |
| 335 | 2.1.1, Page 17 | Human Resource | TEM - Training Program | Relevant information will be shared with selected bidder during implementation |
| 336 | 2.1.1, Page 17 | Human Resource | TEM - Any online training program in scope? | Relevant information will be shared with selected bidder during implementation |
| 337 | 2.1.1, Page 17 | Human Resource | TEM - Can employee make request online for training program which has to be approved by manager? | Yes |
| 338 | 2.1.1, Page 17 | Human Resource | TEM - Any notifications expected incase of employee making training request | Yes |
| 339 | 2.1.1, Page 17 | Human Resource | TEM - Any feedback forms in place? | Relevant information will be shared with selected bidder during implementation |
| 340 | 2.1.1, Page 17 | Human Resource | TM - Is there any attendance capturing system installed? Are you looking out for the integration of the same with ERP? | Yes |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|--|---|--|
| 341 | 2.1.1, Page 17 | Human Resource | TM - Is there any active integration between Time & Payroll and any other module like PP or SD? Like any payments based on Time inputs like shift allowance/OT/LWP? | Relevant information will be shared with selected bidder during implementation |
| 342 | 2.1.1, Page 17 | Human Resource | TM - IS Duty Roaster (in/out system) shift planning Required? | Yes |
| 343 | 2.1.1, Page 17 | Human Resource | TM - Will payroll need to be integrated with Time management where Based on Clock in & Out Payroll calculation will be done? | Yes |
| 344 | 2.1.1, Page 17 | Human Resource | TM - Any specific report requirement in Time which is not handled currently? | Relevant information will be shared with selected bidder during implementation |
| 345 | 2.1.1, Page 17 | Human Resource | ESS - How many user licenses for ESS? | Refer Section 2.1.4 |
| 346 | 2.1.1, Page 17 | Human Resource | ESS - Any intergration expected with third patry portal | Relevant information will be shared with selected bidder during implementation |
| 347 | 2.1.1, Page 17 | Human Resource | ESS - Are all employees covered or phased approach for ess? | Refer Section 2.1.4 |
| 348 | 2.1.1, Page 17 | Human Resource | ESS - Any current functionality working through portal like overtime approval, etc? | AS-IS system details will be shared with select bidder |
| 349 | 2.1.1, Page 17 | Human Resource | General - Phased out approach or single go-live? | For complete requirement in RFP, two releases have been specified in RFP |
| 350 | 2.1.1, Page 17 | Human Resource | General - What are the Major Pain Areas? | Relevant information will be shared with selected bidder during implementation |
| 351 | 2.1.1, Page 17 | Human Resource | General - Any specific report requirements which is not handled currently? | Relevant information will be shared with selected bidder during implementation |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|--|--|--|
| 352 | 2.1.1, Page 17 | Human Resource | General - What are the GAPs incase of all the Modules covered? | Relevant information will be shared with selected bidder during implementation |
| 353 | 2.2, Page 25 | 1.10 Travel & Expenses / Payroll integration | TRAVEL - What is the Travel Request Cycle | Relevant information will be shared with selected bidder during implementation |
| 354 | 2.2, Page 25 | 1.10 Travel & Expenses / Payroll integration | TRAVEL - What is the Travel Expense Cycle? | Relevant information will be shared with selected bidder during implementation |
| 355 | 2.2, Page 25 | 1.10 Travel & Expenses / Payroll integration | TRAVEL - Travel policy in place? | Yes |
| 356 | 2.2, Page 25 | 1.10 Travel & Expenses / Payroll integration | TRAVEL - What are the approval workflow for travel request? | Relevant information will be shared with selected bidder during implementation |
| 357 | 2.2, Page 25 | 1.10 Travel & Expenses / Payroll integration | TRAVEL - what are the approval workflow for travel expense? | Relevant information will be shared with selected bidder during implementation |
| 358 | 1.2, Page - 21 | Application integration | Vaccination alerts to parents on their mobile .Is it send via SMS or push notification. | Not relevant |
| 359 | 1.2, Page - 21 | Application integration | SMC owned Mobile Application which offers information and service on the go. .What are the services available in this portal and is the integration api already available. | Necessary APIs will be provided for integration |
| 360 | 1.4, Page - 23 | Citizen Tax Payment & Billing | Property Tax, Professional Tax, Water Meter Charges, Birth & Death certificate, hall booking payments, etc. This can be done through website, mobile app .What type of payment service integrated with these apps. | AS-IS system details will be shared with select bidder |
| 361 | 2.1.2.a, Page - 18 | Complaint Management / Grievance redressal mechanism | GIS integration to have spatial view of complaints .Is this feature used in mobile via Google Map or any other GIS application. | Relevant information will be shared with selected bidder during implementation |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|---|---|---|--|
| 362 | 2.1.3, Page - 19 | Workflow/ BPM based E-office applications using DMS | Field Inspection and Reporting .What all type of document that need to be displayed on Mobile, will it also include the engineering diagrams? | Relevant information will be shared with selected bidder during implementation |
| 363 | 2.2, Page - 25 | Mobile interface for field employees | As soon as a complaint is assigned to an employee, she/he should get a notification. .Is it push notification | Yes |
| 364 | 2.2, Page - 25 | Taxation module/ assessment | Integrate existing mobile app for property assessment .Kindly elaborate the finctionality of this existing app and also the integration point of this app. | Relevant information will be shared with selected bidder during implementation |
| 365 | 2.2, Page - 25 | Inter-departmental file movement (Inward-Outward) | The system should provide BARCODE/RFID Integration and Social and Mobile Extensions to enhance responsiveness and accessibility .Is the BARCODE/RFID integration from mobile app is also in scope | Relevant information will be shared with selected bidder during implementation |
| 366 | 2.2, Page - 25 | Letter & Correspondence Management | The system shall allow capturing the letter using mobile device like Smartphone/Tablet and add directly to the Letter Management System. .Will an automatic notification to the concern person is require whenever a letter is assiged to that person through the tablet/mobile device. | Detailed requirements will be finalized during Business blueprint phase. |
| 367 | 2.2, Page - 25 | Document Management Requirements | The mobile app should have built in security so that the document captured cannot be tampered with. The copy of the document should be automatically deleted from the capturing mobile, once the document is transferred to DMS., as well as, compression features to compress the large size files to a smaller size file. .Any limitation on the size | Detailed requirements will be finalized during Business blueprint phase. |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | | of the document that can be capture from mobile devices. | |
| 368 | 2.3, Page 27 | Application integration | SMC website, mobile app, epay services .Kindly elaborate the is integration api is already available | Necessary APIs will be provided for integration |
| 369 | 2.3, Page 27 | Application integration | EWS EMI Mobile App – EMI calculation for lottery allotted houses .Kindly elaborate the is integration api is already available | Necessary APIs will be provided for integration |
| 370 | 2.3, Page 27 | Application integration | Existig Mobile Application .Kindly elaborate the detail system and software architecture of the existing applications, it will be needed while integrating the application with proposed ERP system. | AS-IS system details will be shared with select bidder. Necessary APIs will be provided for integration. |
| 371 | 2.4.6, Page 71 | Release management | What about COTS Functional/Technical Upgrade? Should those also be required to be done by the SI and if yes, are those included in the "five times" count | Please refer page 72, Section 2.4.6 |
| 372 | 2.4.8, 2.6.4, 2.6.7, Page 74 | 2.4.8 Additional OEM obligations during implementation, Page 74 2.6.4 Payment Schedule for SI annual maintenance cost Page 79 2.6.7 Support Service Level Agreements and Penalty Page 81 | Normally OEM's support and SLA are not part of SI, Can this point be amended/removed? | RFP terms prevail |
| 373 | 2.6.5, Page 79 | 2.6.5 KPIs - Measurement of KPIs - 2.6.6 Monthly Penalty for Missed KPIs | In a project of this magnitude, 35 is too small a number of incidents/month. And an incident in system can be anything. Even a user's query can be raised as an incident. We request this point to be removed. | RFP terms prevail |
| 374 | General | Not Applicable | Number and the Exact Name of all the Legal entities in scope | Please refer Addendum & Corrigendum |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| 375 | General | Not Applicable | In case more than one business entity is sharing an SAP Landscape then total how many company codes are configured in the system? | Please refer Addendum & Corrigendum |
| 376 | General | Not Applicable | What will be expected SAP Support window? (ex- 8X5, 12X5, 12X6, 24X7 etc.) What is the normal office hours? IS there any requirement to support Business after office hours? As per our process, PwC Support team will follow client's holiday calendar; What kind of support will be required on Holidays? | Service window will be as per business hours of SMC. For any P1 incident 24*7 SLA will be applicable. |
| 377 | General | Not Applicable | Is there any online chat/screensharing tool being used currently. Please let us know the internal mode of communication. And how will the support team members use it. - different modes of communication (other than calls & emails) between support team, client core team & end users? | Part of setting up project governance during project preparation phase. |
| 378 | General | Not Applicable | Who will handle Master data maintenance? - Will it be handled by SSCDL? | Master Data maintenance will be handled by SMC with help from SI support team |
| 379 | General | Not Applicable | In case of offshore support, how will the access be granted to PwC Support team? Any arrangements required from our side? (Ex- Network access, email access, daily communication) | Part of setting up project governance during project preparation phase. |
| 380 | General | Not Applicable | How many locations (Plants, offices, branches, legal entities) are covered by SAP? | SMC do not have SAP system |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| 381 | General | Not Applicable | Plan for ramp up of users expected for the period of support envisaged. | Query not clear |
| 382 | General | Not Applicable | Any Scenarios that may require travel by the SAP support team? During such travels, will SSCDL manage all the lodging and logistics? | All lodging and logistics to be managed by bidder |
| 383 | 2.1.1, Page - 16 | ERP Modules | Module coverage didn't speak about Sales and Distribution.. Which requires for various AR & Taxation transactions. | Bidder to propose relevant solution to fulfil the requirement |
| 384 | 2.1.1 . D, Page - 17 | Project and Portfolio Management | What are the different types of Projects handled by depts? | Relevant information will be shared with selected bidder during implementation |
| 385 | 2.1.1 . D, Page - 17 | Project and Portfolio Management | what level of interface is with GIS and what critical data points to be interfaced? | High level requirements are provided in section 2.2 for estimation. Detailed requirements will be finalized during Business blueprint phase. |
| 386 | 2.1.1 . D, Page - 17 | Project and Portfolio Management | whether GIS application is place or evaluated as part of scope? | Currently SMC is using iGIS platform. |
| 387 | 2.1.1 . E, Page - 17 | Enterprise Asset Management | approx how many assets will be there (is this > 10000?) | Yes |
| 388 | 2.1.2, Page - 18 | Citizen Services | which all language to be considered? Are these only for prints? | Already detailed in relevant RFP sections. English and Gujarati to be considered |
| 389 | 4.1, Page - 38 | Project Management | PPM is independent of SAP ERP, interface to be done with PS, FI, MM as applicable. Is this included in the scope? | Please refer section 2.2 Table 4, sub-section 4.1 |
| 390 | 4.1, Page - 38 | Project Management | whether vendor evaluation is going to be done thru PPM | Please refer section 2.2 Table 4, sub-section 4.1 |
| 391 | 4.1, Page - 38 | Project Management | PPM would be purly used for Initiative, decision points, Project Phases, Tasked and | Please refer section 2.2 Table 4 for the requirements |

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| | | | check list? Or there is a need to have cost and revenue transfers as well into PPM.? | |
| 392 | 4.1, Page - 39 | Project Management | Does primavera and MSP projects to be transferred thru connectors or project upload facility? | Bidder to propose relevant solution to fulfil the requirement |
| 393 | 4.10, Page - 39 | Project Management | what all types of cost planning is carried out by SMC? (e.g. Material, Labour..etc.) | Relevant information will be shared with selected bidder during implementation |
| 394 | 4.10, Page - 39 | Project Management | any such case where procurement of formwork is carried out by SMC ? | Relevant information will be shared with selected bidder during implementation |
| 395 | 4.10, Page - 39 | Project Management | whether SMC also execute project by own resrouces? And what is the approx % ratio for own execution vs subcontracting? | Relevant information will be shared with selected bidder during implementation |
| 396 | 4.8, Page - 39 | Project Management | what is the fundamental criteria for budget check? Is this wrt total value of budget? | Relevant information will be shared with selected bidder during implementation |
| 397 | 4.13, Page - 40 | Project Management | what all types of projects udnertaken by SMC or individual departments? (Item rate, Milestone or Costplus?) | Relevant information will be shared with selected bidder during implementation |
| 398 | 4.13, Page - 40 | Project Management | is there a integration with BIBO planned wit PPM for projet dashboard? | BIBO not clear |
| 399 | 4.15, Page - 41 | Project Management | in case of procurement of materials, valuation will be at project level or at SMC level? | Relevant information will be shared with selected bidder during implementation |
| 400 | 4.15, Page - 41 | Project Management | whether to consider certified progress measurement in the system and submitted progress measurement outside or both to be recorded in system for BOQs? | Relevant information will be shared with selected bidder during implementation |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| 401 | 5, Page - 41 | Enterprise Asset Management & Maintenance | whether assets are also on lease mode from other provider and managed, maintained by SMC? | Both cases may exist when SMC lease out its assets or SMC maintain a leased asset |
| 402 | 5, Page - 41 | Enterprise Asset Management & Maintenance | GIS based asset tracking is thru handheld devise with real time information for all movable assets? | Relevant information will be shared with selected bidder during implementation |
| 403 | 5, Page - 41 | Enterprise Asset Management & Maintenance | whether all assets are managed at SMC level? What is the deprisiation and cost settlement crieteria in case of used by internal departments? | Relevant information will be shared with selected bidder during implementation |
| 404 | 9, Page - 48 | Property Tax | whether expection is to have first level of details to be capured at e-Office and subsequently interface with ERP for all property related transactions like contract, order, billing thru ERP core modules? Which again calls for Sales and Distribution module of ERP. | Property Tax should be primarily based on ERP and backed by E-office application (if separate) for document capturing and workflows |
| 405 | 2.3, Page - 27 | Bank Interface | What are the available Bank Interfaces and what is the medium of data transfer. | Bank interfaces to be developed as part of the project |
| 406 | 2.3, Page - 27 | Biometric Attendance system | How many biometric systems available. Are they talking in real time to existing applications or using any flat file / FTP file transfer for attendance. | Interfaces with biometric system to be developed as part of this RFP scope, real time or not will be decided as part of business blueprint phase |
| 407 | 2.3, Page - 27 | Payment Gateway / Aadhar authentication | How many Payment Gatway used and are they talking in real time return response to existing system | All payment gateway used will be talking to proposed system in real time |
| 408 | 2.3, Page - 27 | Health Card and Medical Allowance | It is assumed that health card information will be stored in ERP, and it will be sent to the Medical Allowance System as a master data. Please confirm this understanding. | Relevant information will be shared with selected bidder during implementation |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | | It is assumed that Medical Allowance system will send back the medical allowance payment data to ERP. ERP needs to capture this information and use it in Payroll. From Payroll, the financial entries will need to be passed. Please confirm this understanding. | |
| 409 | 2.3, Page - 27 | SMC website, mobile app, e-pay services | <p>It is assumed that health card information will be stored in ERP, and it will be sent to the Medical Allowance System as a master data. Please confirm this understanding.</p> <p>It is assumed that Medical Allowance system will send back the medical allowance payment data to ERP. ERP needs to capture this information and use it in Payroll. From Payroll, the financial entries will need to be passed. Please confirm this understanding.</p> | Relevant information will be shared with selected bidder during implementation |
| 410 | 2.1.2 Citizen Services: b. Citizen Relationship Management, Pg No.18 of 161 | The virtual civic center application currently catered through e-pay services of Surat Municipal Corporation (https://www.suratmunicipal.gov.in/epa_y/). Necessary interface for online transaction shall also be provided on this platform giving a single view for each registered citizen for the services in scope of the RFP. The changes to this virtual civic center will also be in scope of the system integrator including integration | We understand that most of the functionalities available in the Virtual Civic Center will be replaced by new CRM module which will be available to the registered citizens on a single view. Please confirm our understating. If it is going to replace than what is the requirement of changes in the old application. | The existing website of SMC will remain the front end for citizens. The relevant sections to be replaced with new solution and necessary changes to be done to accommodate these replacements. |
| 411 | 2.1.2 Citizen Services : b. Citizen Relationship | <p>b. Citizen Relationship Management</p> <p>This will be catered through functionality of revenue and tax collection module and</p> | There is no proven track record of successful implementation of ERP off-the-self products to suite the mentioned module functionality in ULBs in India. | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | Management, Pg No. 18 of 161 | Citizen Relationship management of ERP off-the-shelf along with customization as required. | <p>Hence, it is recommended to allow bidder to opt either ERP off-the-self module or custom development of the module meeting all functional requirement of the module.</p> <p>Further, This module should be portal driven rather than ERP license driven. Every users of the system will have a licensing impact and it will increase as Surat population increase in future.</p> | |
| 412 | 2.1.2 Citizen Services : c. Property Tax, Professional Tax, Shops & Establishment No. 18 of 161 | <p>c. Property Tax, Professional Tax, Shops & Establishment</p> <p>Property Tax Assessment, Professional Tax, Shops & Establishment current processes are detailed in section 2.2. Same need to be fulfilled through the applications available off-the-shelf with minimum customization.</p> | <p>There is no proven track record of successful implementation of ERP off-the-self module for Property Tax, Professional Tax, Shops & Establishment in any ULBs in India.</p> <p>Hence, it is recommended to allow bidder to opt either ERP off-the-self module or custom development of the module meeting all functional requirement of the module.</p> | RFP terms prevail |
| 413 | 2.1.1 ERP OffThe-shelf core modules: f. Water utility & Billing, Pg No. 17 of 161 | <p>f. Water utility & Billing</p> <p>SMC provides water connection to the citizens across the city with around 32,000 metered connections. The water utility & billing module need to cater to service contract/ order management, billing, customer relationship and account management, meter management, payments & returns management. GIS-based interface to view grid reference of meters is required</p> | It is recommended to not go with ERP Off-The-shelf Water utility & Billing module. it is a different niche business function for which many third party software's are available which will help implement robust solutions providing more flexibility in addition to providing integration to ERP. | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| 414 | 2.4.5 Go-Live and Hypercare Support, DCDR Setup, Pg No. 71 of 161 | The database administration, server administration, security administration, user administration and tasks arising due to software version upgrade or hardware upgrade will be the responsibility of SI for the solution deployed as part of this project. | Since the IT infrastructure for DC and DR is not in the scope of this project, How bidder can be made responsible for the administration of server and security. It should be in the DCDR Vendor scope. | RFP terms prevail |
| 415 | Indicative Integration Requirement, Pg No. 66 of 161 | GIS system – iGIS with details of properties, water connection, assets Indicative Integration requirement: Citizen Services, Water Utility, Asset management, Project management | Proposed ERP solution will publish data in globally accepted form. iGIS System should be capable enough to accept the data in published form. Please confirm. | RFP terms prevail |
| 416 | Indicative Integration Requirement, Pg No. 66 of 161 | Existing Application: Web Feedback System, MySurat website, Social Media Analytics tools. | SMC has come up with a tender for MySurat Portal and tender is in process. How come SMC envisaged the portal technology which is still not finalized will be able to seamlessly integrate with the new ERP application. We recommend SMC to ensure integration capabilities of Portal/CMS platform with the leading ERP solutions in the Market. | RFP terms prevail |
| 417 | 2.4.7 Capacity Building & Training, Pg No. 73-74 of 161 | The training for Class 1 employees needs to be more business focused, training material for Class 2 is more functional and for Class 3 employees it needs to be more operational. Detailed training plan will need to be approved from SMC which should have training on Integrated solution, Core training, functional training, technical & administrator training for ISD department, UAT user training, End User training and refresher course. | There are total 7542 Nos. (as per Pg. No. 17 of RFP) of Class 1,2 & 3 employees in SMC. We request SMC to please define the function wise total no. of users to be trained in the new system. Also define maximum batch sizes and frequency of trainings. This will help bidders to estimate the efforts and also set a common benchmark for costing purpose. | Bidder as part of Implementation has to prepare the training plan as deliverable and to be approved by SMC. |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| 418 | 2.4.8 Additional OEM obligations during implementation, Pg No. 74 of 161 | Bidder should ensure participation of OEM's representative of the software products procured as part of this RFP, who should mandatorily be present in SMC premises, in the Project review meeting (maximum 1 occurrences every month) without extra cost to SMC during project implementation phase. | We understand that only COTS ERP OEM Participation will be required in monthly project review meetings. Please confirm. | Applicable for COTS ERP and E-Office as well if separate |
| 419 | 2.4.8 Additional OEM obligations during implementation, Pg No. 74 of 161 | The bidder shall provide SMC with the OEM's certification clearly certifying the same for different components thus proposed. It will be bidder's obligation to get this validation and bidder should factor in the necessary cost in its price proposal | Such validation and audit before each milestones shall be required from COTS ERP OEM only. Please confirm. | Applicable for COTS ERP and E-Office as well if separate |
| 420 | 2.5.3 Service Management Support Process, Pg. No. 77 | The Bidder needs to provide a centralized Service team which will be responsible for: 1) the diagnosis and repair required to close the problem; 2) documenting all actions in the call record/ticket logs; | We understand that this team is over and above the PGLS onsite team (14 Resources) requirement. This team will be placed for 7 years post go-live support. Please confirm If yes, request SMC to define min. team size required to set the benchmark to all bidders for costing and efforts estimation. | As explained during prebid meeting PGLS onsite team is minimum onsite team required during first three years of support who will also be part of this centralized service team |
| 421 | 2.5.3 Service Management Support Process, Pg. No. 77 | The Bidder needs to provide a centralized Service team which will be responsible for: 1) the diagnosis and repair required to close the problem; 2) documenting all actions in the call record/ticket logs; | We assume that the space for helpdesk, computers, printer, power, internet and phone lines if required shall be provided by the SMC/SSDCL. Please confirm. | Space will be provided by SMC for onsite team |
| 422 | 2.6.5 KPIs, Pg. No. 79 | Vendor will provide daily/monthly reports for these parameters. (e.g. total number of instances of Portal/CMS/Mobile App being down in a month) | It must be typo error. We request SMC to change as appropriate. | Please refer Addendum & Corrigendum |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| 423 | 6.2 TECHNICAL EVALUATION CRITERIA, Pg. no. 110 | Additional Clause | We request SMC to give some weightage for Off-the -Self ERP solution which has been successfully implemented in ULBs in India. We suggest SMC to incorporate below Clause: The Proposed Off-the -Self ERP Product must be successfully implemented in ULBs in India. (maximum 3 Projects) 1 Project – 5 Marks (5 Marks for each additional project) Certificate from client should be asked as a proof of successful Go-Live. | Please read carefully the existing evaluation criteria 6.2 point 3 |
| 424 | 2.4.4 Final Preparation, Data Migration requirement, Pg No. 70 of 161 | The selected SI is not responsible for the digitization of the data currently available in manual form. But SI shall interact and discuss with SMC and its other stakeholders to finalize the migration of the data available in the databases of the existing IT systems to the new database implemented for the proposed project. | We request SMC to give the quantum of data to be migrated. | Please refer Addendum & Corrigendum |
| 425 | 6.2 TECHNICAL EVALUATION CRITERIA/ Note, Pg. No. 112 | Bidder must provide the experience statement as per Annexure-1 (Form-1.5) for each project claimed for Points-1 &3 and Annexure-1 (Form-1.16) for point 2 above along with the documentary evidences (such as letter of award/PO, contract copy or letter of completion from client) regarding fulfillment of above criteria for Bidder's Experience. | We understand that bidder can claim project experience by submitting documentary evidences such as letter of award/PO, contract copy in the technical evaluation criteria. Please confirm. | Please refer Addendum & Corrigendum |
| 426 | Bidder's Experience [Total – 70 marks] Sr. | Relevant experience of bidder in proposed Workflow/ BPM based E-office applications implementation in Public Sector | The concurrency asked in the evaluation criteria seems very higher side. Generally in projects, solutions for Workflow/ BPM based | Please refer Addendum & Corrigendum |

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| | No. 2, Pg. No. 110 of 161 | Units(PSU)/State/Central Govt. / ULB in India in past 7 years (as on date of issuance of Bid) (maximum 2 projects) <ul style="list-style-type: none"> ▶ For the project having user base of more than 250 concurrent users – 5 marks each ▶ For the project having user base of more than 125 concurrent users – 3.5 marks each | E-office applications are designed considering minimum concurrency of 20% of total user count of such application. Hence, the Total user count of the Workflow/ BPM based E-office applications in the project may be asked. We request SMC to please amend the evaluation criteria as : <ul style="list-style-type: none"> ▶ For the project having user base of more than 250 users – 5 marks each ▶ For the project having user base of more than 125 users – 3.5 marks each | |
| 427 | 6.2 TECHNICAL EVALUATION CRITERIA Bidder's Profile [Total – 15 marks] Sr. No. 6: | Consortium capability: <ul style="list-style-type: none"> ▶ No Consortium / consortium with a partner having SEI CMM Level-5 Certificate – 5 marks ▶ Consortium with a partner having SEI CMM Level-4 Certificate – 4 marks ▶ Consortium with a partner having SEI CMM Level-3 Certificate – 3 marks | The existing clause in the evaluation criteria attracting bidder to avoid the Joint/Consortium bidding due to lose of marks because of consortium partner's lower SEI CMM certification. The clause should promote the cause of formation of consortium and cumulative capabilities like additional ISO standards like 9001, 27001, 20000 which is more relevant to the project should be evaluated. We request SMC to please amend the evaluation criteria as: Consortium Capability: Consortium with SEI CMM 5 (Prime) + SEI CMM 3 (Consortium Partner) and <ul style="list-style-type: none"> ▶ ISO 9001 – 1 Marks ▶ ISO 27001 – 2 Marks ▶ ISO 20000 – 2 Marks | RFP terms prevail |
| 428 | 6.1.1 Pre-Qualification Criteria | The proposed ERP should have been implemented and "Gone Live" in minimum | This Criteria is for ERP OEM and generally OEM doesn't implement solution directly for | RFP terms prevail |

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| | – ERP OEM Sr. No. 1: Presence in India including Public Sector / Government, Pg. No. 102 | five (5) clients out of which two (2) in Government (State or Central) / Public Sector Units/ ULB customers in India with minimum license cost and annual technical support of Rs. 5 crore encompassing any three out of the following five modules in last 7 years. Proof Document Required: Appendix 1 Form 1.12D along with license agreement and client certificate. | the clients. The implementation is done by the SIs and licenses agreement signed with the SIs falls under NDA. Hence, No OEM will have the rights to disclose the license agreement terms/values of the licenses. Therefore, the clause should be amended and licenses agreement confirming licenses cost should not be asked for. Further, the Proposed ERP solution should have proven track record in ULB sector and SMC should ask for at least 1 (one) implementation in ULB in India. | |
| 429 | Section 2.1.2(a), Page 18 | The complaint management system needs to have key capabilities like Complaint creation, Complaint assignment, Workflow and resolution timeframe definition, Complaint updates and resolution, Escalation, Reporting, Mobile Application for field employees, management dashboards. GIS integration to have spatial view of complaints and identification of problem areas is required. | Please confirm if this module is expected to be built on BPM and ECM Platform as this is a workflow based process with Reporting, Dashboard, Escalation and Mobile functionality. | Complaint management to be part of ERP solution preferably. |
| 430 | Section 2, Page 15 | Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP | Please provide the amount and format of data to be migrated. Are there any documents to be migrated from existing systems? If yes, how many document types and in what format do they currently exist? | Please refer Addendum & Corrigendum |
| 431 | Section 7.2, Page 44 | 2. Capability to automatically assign complaints to resolver groups based on configurable business rules | Please confirm that a Business Rule Engine module is to be delivered as part of BOM so that all similar business rules and configured | Business Rule engines are expected to be integral part of the solution to manage policy |

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| | | | and not hard coded, making the change management easier. | changes without dependency on code changes. |
| 432 | Section 19.2, Page 63 | 3. The systems must seamlessly integrate with any or all of the Core applications and shall support interface with other open-standard systems. | Please provide details on the number of core applications/open-standard systems that will integrate with the DMS. | Integration with ERP, GIS, Workflow system, etc. |
| 433 | Section 19.2, Page 64 | 26. The system should manage lifecycle of content through retention, storage, retrieval, and destruction policies along with tracking and managing of physical location of the content using Records Management System | This is a functionality being provided by a Record Management System. Please confirm that our understanding is correct. If yes, we suggest to consider Record Management System which is in compliance with standards like DoD 5015.2, ISO 15489, VERS etc. which are international standards for Record Management . | Bidder to propose relevant solution to fulfil the requirement |
| 434 | 2.4.8 Additional OEM obligations during implementation , Page 74 | Bidder should ensure participation of OEM's representative of the software products procured as part of this RFP, who should mandatorily be present in SMC premises, in the Project review meeting (maximum 1 occurrences every month) without extra cost to SMC during project implementation phase. | Based on our experience and to ensure success of the project and commitment of OEM during implementation, suggest to mandate requirement of 2 OEM Resources as part of Implementation team of SI. Please confirm. | OEM review, audit, consulting provisions have been kept as part of section 2.4.8. Same is expected from ERP OEM as well as BPM OEM if proposed outside ERP |
| 435 | Section 6.1.2 Track 2 Page No. 105 | The prime bidder should have average turnover of minimum INR 150 crores in last three financial years (FY-13-14, FY-14-15, FY-15-16) from IT/ ITeS. | We would request to revise the clause as under for better participation; "The bidder should have average turnover (incase of consortium, combined turnover of all partners) of minimum INR 150 crores in last three financial years (FY-13-14, FY-14-15, FY-15-16) from IT/ ITeS." | RFP terms prevail |
| 436 | Section 6.1.2 Track 7 Page No. 107 | The Prime Bidder providing the application development/customization, deployment and maintenance as described in of scope of | We request to kindly reconsider the clause as; | RFP terms prevail |

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|-----|---|---|---|-------------------|
| | | work, should have an active SEI CMMI Level 5 (as on date of issuance of Bid). | "The Bidder (partner providing the application development/customization, deployment and maintenance in case of consortium) as described in of scope of work, should have an active SEI CMMI Level 3 (as on date of issuance of Bid)." | |
| 437 | Section 6.1.2 Track 8 Page No. 107 | Second member of consortium (if any), should have an active SEI CMMI Level 3 (as on date of issuance of Bid). | We request to kindly to revise this clause as; "Second member of consortium (if any), should have an active SEI CMMI Level 3 or ISO 9001:2008/2015 (as on date of issuance of Bid)." | RFP terms prevail |
| 438 | Section 6.1.2 Track 9 Page No. 107 | The Bidder (Prime Bidder) to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP | We request to kindly to revise this clause as; "The Bidder (any member in case of Consortium) to provide the Manufacturer's Authorised Form (MAF) to be eligible to bid for the proposed COTS ERP" | RFP terms prevail |
| 439 | Section 6.1.2 Track 11 Page No. 107 | In case of consortium, the second bidder should have experience of implementing similar COTS based implementation or similar customized software development IT project in atleast one Government (State or Central) / Public Sector Units/ ULB customers in India with minimum project value of Rs. 50 lakhs (excluding hardware cost and) in last 7 years (as on date of issuance of Bid) on its own without consortium. | We request it to make this clause specific for the Agency, who would be delivering the required services. Request to kindly modify the clause as; "In case of consortium, the partner responsible for application development/customization, deployment and maintenance should have experience of implementing similar COTs based implementation or similar customized software development IT project in atleast one Government (State or Central) / Public Sector Units/ ULB customers in India with | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | | minimum project value of Rs. 50 lakhs (excluding hardware cost and) in last 7 years (as on date of issuance of Bid) on its own without consortium." | |
| 440 | Section 6.2 Track 1 Page No. 110 | Relevant experience of prime bidder in proposed COTS ERP Implementation in India in past 7 years (as on date of issuance of Bid) covering the following modules (maximum 4 projects) | As the implementation of ERP services spans over several months and thereafter maintenance of the same system continues over years. It is very much evident that post implementation support services are a vital part of ERP system. We therefore request to kindly modify the clause as; "Relevant experience of prime bidder in proposed COTS ERP Implementation / Post Implementation Support in India in past 7 years (as on date of issuance of Bid) covering the following modules (maximum 4 projects)" | RFP terms prevail |
| 441 | Section 6.2 Track 3 Page No. 111 | Experience of prime bidder in COTS ERP (as proposed) implementation in India in past 7 years (as on date of issuance of Bid) in Public Sector Units(PSU)/State/Central Govt. / ULB | As the implementation of ERP services spans over several months and thereafter maintenance of the same system continues over years. It is very much evident that post implementation support services are a vital part of ERP system. We therefore request to kindly modify the clause as; "Experience of prime bidder in COTS ERP (as proposed) implementation / Post Implementation Support in India in past 7 years (as on date of issuance of Bid) in | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | | Public Sector Units(PSU)/State/Central Govt. / ULB" | |
| 442 | Section 6.2 Track 4 Page No. 111 | Average annual turnover of prime bidder <ul style="list-style-type: none"> ▶ >=150 Cr to 200 Cr – 2 marks ▶ >=201 Cr to 300 Cr – 3 marks ▶ >=301 Cr to 500 Cr – 4 marks ▶ >=501 Cr – 5 marks | We request to kindly modify the clause to consider the combined turnover of all partners. Average annual turnover of bidder (Combined of all bidders in case of consortium) <ul style="list-style-type: none"> ▶ >=150 Cr to 200 Cr – 2 marks ▶ >=201 Cr to 300 Cr – 3 marks ▶ >=301 Cr to 500 Cr – 4 marks ▶ >=501 Cr – 5 marks | RFP terms prevail |
| 443 | Section 6.2 Track 4 Page No. 111 | Consortium capability <ul style="list-style-type: none"> ▶ No Consortium / consortium with a partner having SEI CMM Level-5 Certificate – 5 marks ▶ Consortium with a partner having SEI CMM Level-4 Certificate – 4 marks ▶ Consortium with a partner having SEI CMM Level-3 Certificate – 3 marks | As Smart City projects demands expertises of different companies on various different domains related to the smart city components, it is varymuch required that a group of partners come together to provide the best solution. Therefore we would request to kindly modify the clause as; Consortium capability <ul style="list-style-type: none"> ▶ Any Consortium partner having SEI CMM Level-5 Certificate – 5 marks ▶ Consortium with a partner having SEI CMM Level-4 Certificate – 4 marks ▶ Consortium with a partner having SEI CMM Level-3 Certificate – 3 marks | RFP terms prevail |
| 444 | 6.1.2 - Pre-Qualification Criteria - System Integrator | Govt/PSU/ULB experience [Ques 5] | Request SSCDL to reduce the minimum project value of Rs. 10 crore (excluding hardware cost) to Rs. 5 crore | Please refer Addendum & Corrigendum |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| 445 | 6.1.2 - Pre-Qualification Criteria - System Integrator | Implementation Experience [Ques 6] | Request SSCDL to reduce the atleast 3 projects to 1 project and order value not less than Rs. 10 crore (excluding hardware cost) to Rs. 5 crore | RFP terms prevail. |
| 446 | 6.1.2 - Pre-Qualification Criteria - System Integrator | On-going Experience | For on-going projects, would a copy of the PO suffice? | RFP terms prevail |
| 447 | 6.2 TECHNICAL EVALUATION CRITERIA | Relevant experience of bidder in proposed Workflow/ BPM based E-office applications implementation in Public Sector Units(PSU)/State/Central Govt. / ULB in India in past 7 years | Request this section to be deleted | RFP terms prevail. |
| 448 | 6.2 TECHNICAL EVALUATION CRITERIA | Experience of prime bidder in COTS ERP (as proposed) implementation in India in past 7 years | Would WIP projects be considered? | RFP terms prevail. |
| 449 | 2.4.4 Final Preparation | Data Migration | We understand that the Data extraction needs to be done by the SI, can you please elaborate on the data migration requirements with below information: 1. Do you wish to migrate the historical data or only the Open and Master Data 2. If historical data migration is in scope, how many years of data needs to be migrated? 3. How many different systems have the data which would be migrated to new system? Please provide the system name and the data type which need to be extracted from that system | Please refer Addendum & Corrigendum |
| 450 | | | What are the transaction volumes | Please take necessary assumptions to estimate transaction volumes based on |

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| | | | | details about number of employees, number of properties, number of water connections etc. are provided |
| 451 | 2.1 TO-BE SCENARIO ENVISAGED FOR SMC | Architecture Diagram | Can the architecture diagram be revised showing Release 0 and Release 1 functionalities? | SMC expects proposals from bidders in relation to logical phasing of these modules and part of technical presentation evaluation. Final decision will be taken during initial phase of project preparation. |
| 452 | 3.10 Schedule of Bidding Process | Technical Bid Submission | Considering the complexity of the engagement, request you to kindly extend the submission date by 2 weeks | Please refer Addendum & Corrigendum |
| 453 | Section 2.3 : INTEGRATION REQUIREMENTS, Page 66 | 37 Death, Birth & Marriage Registration Revenue Management/ Finance, CRM | Please provide details for integration expected along with legacy system technology etc. | Existing applications are developed on VB .NET, ASP.NET, C #, VB and backend used is MS SQL 2012 |
| 454 | Section 7.1: COMPLAINT CREATION Page 45 | Capability to create new complaints through screen input, email receipt, SMS receipt and event triggers from other systems | Please clarify the “other systems” and provide details for the same | All solutions proposed as part of this RFP, along with those mentioned in section 2.3. |
| 455 | Section 7.5: COMPLAINT REPORTING | Multiple complaint record "layouts" can be defined to handle complaints and service requests with different processes and data needs | Please clarify if the “layouts” here are referring to dynamic forms based on complaint severity/category. | Layout here refers to configurable report layouts based on requests |
| 456 | Section 2.1.2: COMPLAINT MANAGEMENT Page 18 | GIS Integration to have spatial view of complaints and identification of problem areas is required | Please provide information if SMC has an existing GIS system and provide details for the same | Currently SMC is using iGIS platform. |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
|-----|--|--|---|--|
| 457 | Section 2.1.2: COMPLAINT MANAGEMENT Page 46 | The system need to be integrated with social media analytics tool and My Surat website to address the negative sentiments captured. | Kindly elaborate on type of Analytical tools expected and the information to be extracted. Will they be provided by department or to be procured by bidder? Also share the services for which analytics is required | The social media analytics tool are being planned under MySurat project separately. Tool or platform for this is not a requirement of this RFP. Integration of the tool to raise complaint on common grievance redressal system will be required as part of scope of this RFP as mentioned in Section 2.3. |
| 458 | Section 11.1 : SHOPS AND ESTABLISHMENT Page 51 | Integration with Financial accounting document is required to capture business partner details and to transmit the collection data. | Please elaborate this statement and also on "Business partner details". What all details to be captured. | Integration with DMS to capture financial record of the establishment and using the same for deriving fees. |
| 459 | Section 11.1 : SHOPS AND ESTABLISHMENT Page 51 | Business processes needs to be detailed at Level 3 and 4 and to be mapped in ERP / e-Office application. | Please provide clarification on what is Level 3 and Level 4. | As part of business blueprint bidder is expected to capture business processes before mapping them to ERP as part of general practice. Level corresponds to business process levels |
| 460 | Section 11.1 : SHOPS AND ESTABLISHMENT Page 51 | Citizen should get workflow based functionality to get download policy, name change or closure. | Please clarify the "Download policy". Will documents to be provided for download? | Citizen should be able to upload and download the documents with regards to various business process workflows like name change or closure etc. |
| 461 | Section 2.1.2 : c. Property Tax, Professional Tax, Shops & Establishment Page 18 | These modules need integration with GIS providing spatial view and details of properties, associated professional tax registrations and shops & establishment licenses to come in a single account view. | Please provide information if SMC has an existing GIS system. | Currently SMC is using iGIS platform. |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| 462 | Section 2.2 Point 9. Property Tax Sub-point 15 Page 50 | Rechargeable Work: creation of a sales order and raising an invoice for work done which is chargeable to a customer | Please provide information on types of rechargeable work. | Example would be to execute a service requested by citizen, SMC ask for a charges to be paid, like water meter connection |
| 463 | Section 2.2 Point 9. Property Tax Sub-point 16 Page 50 | Usage of Telecom Fibre Network : creation of a sales order and raising an invoice for usage of fibre by telecom services providers | Please provide information on this service provided by SMC | SMC gives ROW for establishing network for which it is required to collect RI and yearly rentals. |
| 464 | Section 2.2 Point 9. Property Tax Sub-point 17 Page 50 | Miscellaneous Revenues: Functionality to account for miscellaneous revenues from digital services, or rental for usage of community halls etc. | Please provide information on all the miscellaneous revenues under Property Tax department | Detailed requirements will be finalized during Business blueprint phase. |
| 465 | Section 2.2, Page No : 27 | Provide facility for online recruitment of employees | Is there a requirement for the implementation of the online Job Portal? Or We understand that the online resumes will be provided by SMC Website and the proposed solution needs to integrate with it. Please confirm on understanding. | Integration with SMC website will be required, corresponding changes to existing portal based on recruitment module of ERP will also be required |
| 466 | Section 2.3, Page No 28 | Need to cater to the following task of employees:VRS Retirements -Disciplinary cases -Promotions -Confirmation and transfers -Government Reservation Compliance -Roster for Reserved Categories. -Employee Grievances -Leave Management -Welfare Services -Union Matters. -Handling of loans, etc. -Reports & Returns / Maintenance of Rosters -Non-contributed PF | Do the bidder need to implement the entire workflow for the mentioned tasks of employees or just need to capture the basic details. | Workflows for raising requests and approval may be required. Detailed requirements will be finalized during Business blueprint phase. |
| 467 | Section 2.5, Page No :29 | System to generate the monthly attendance/ absence sheet integrated with time biometric devices | Do bidder need to implement the attendance management system integrated with biometric device or the system is | Biometric attendance system is not in scope of bidder, |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| | | | already available with SMC? Please confirm on understanding | integration with the same to HR module of ERP will be required |
| 468 | | General | What would be the total number of employees for whom the Payroll will be generated | Please refer Addendum & Corrigendum |
| 469 | | General | What would be the total number of employees for whom the HRMS would be generated? | Please refer Addendum & Corrigendum |
| 470 | | Data Migration | Please provide the size of the existing data which needs to be migrated for the Payroll and HRMS | Please refer Addendum & Corrigendum |
| 471 | Section 6.1.3, Page No : 108 | Proposed solution to come with complete transparency including the Source Code for Customization | We propose that the source of the base solution will remain with the bidder while the source code of the customized features can only be provided. Please confirm | Please refer Addendum & Corrigendum |
| 472 | | General – Payroll | We propose to carry out Pilot implementation for the selected number of employees before going Live for all the employees. Please confirm. | Can be decided during project preparation- project plan finalization phase for very critical functionalities like payroll |
| 473 | 2.1, Page-3 | Provides Web portal communication to all people in the organization | Need more clarification on the requirement | Provide ESS services over portal |
| 474 | 2.1, Page-5 | Provides an on-line organization chart with hierarchies. | What is ment by on-line please clarify | Organization chart visible on ESS portal and on ERP application |
| 475 | Users, Page-20 | User numbers and categories are mentioned | Are these users mutually exclusive . What will be the final count of users | Users can overlap across different systems. For the purpose of licensing the count mentioned in the RFP section no. - 2.1.4. |
| 476 | 2.3, Page-64 | Integration | Will the corporation open if some of these systems could be replaced from the solutions proposed | Not at any additional cost. |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| 477 | Page-73 | Capacity Building & Training | Can train the trainer approach be adopted. Can any training manual preparation tool be proposed. | Only train the trainer will not be sufficient and end user training will also be required with help of core users as specified in section 2.4.7. Bidder to utilize any tool without any cost to SMC/ SSCDL |
| 478 | Page-74 | OEM Support | Is it construed that the OEM is re-presenting the SCM? | Query not clear |
| 479 | 2.4.9, Page-75 | Certification | Is this applicable to the SI or OEM as well. | It is for the certification of the solution implemented at SMC by bidder |
| 480 | 6.1.1/ Point -4, Page-102 | The ERP OEM should also have SLA based 24/7 x 365 days support center located in India with minimum 200+ support team members | It is suggested to change the sentence " The support can be provided from support centres in India or outside India" | Please refer Addendum & Corrigendum |
| 481 | 6.1.1/ Point -7, Page-103 | Proposed solution to come with complete transparency including the Source Code for Customization | Need clarity as to what is meant by transparency | Please refer Addendum & Corrigendum |
| 482 | 7.5.(ii.b), forfeit the EMD, Page - 116 | The Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Proposal. | Request deletion | RFP terms prevail |
| 483 | EMD, Page - 3 | EMD of Rs. 50,00,000 (Rupees Fifty lakhs only) whereby 50% amount shall be in the form of Demand Draft / Banker's Cheque in favour of "Surat Smart City Development Limited", from Nationalized or Scheduled bank and 50 % amount shall be in the form of Bank guarantee of any nationalized / scheduled banks with validity of 180 days from the date of Bid opening. | EMD of Rs. 50,00,000 (Rupees Fifty lakhs only) whereby 100% amount shall be in the form of Demand Draft / Banker's Cheque in favour of "Surat Smart City Development Limited", from Nationalized or Scheduled bank and 50 % amount shall be in the form of Bank guarantee of any nationalized / scheduled banks with validity of 180 days from the date of Bid opening. | RFP terms prevail |

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| # | RFP Document Clause/ Section No. (Volume) | Content of the RFP Requiring Clarification | Clarification Sought | Response |
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| 484 | 2.4.6, 71 | All the changes approved as valid demands by Demand Management team will be classified as: o Service request/minor enhancement: Effort < 40 hours o Major Enhancements: Effort 40-180 hours o Planned Projects: Effort >180 hours | We assume that these are change orders. All these approved changes should be charged over and above the agreed contract price to SMC. Business / Delivery team to check | Only planned projects will be charged over and above agreed contract price |
| 485 | 2.6.2, 78 | Milestone 5 - Release 0 - T + 230 | Clause 2.6.1 mentions Release 0 t be completed in 8 months... 8 months is 244 days. This clause mentions 230 days. Business to check and seek clarification from customer. | Please refer Addendum & Corrigendum |
| 486 | 2.6.2, 78 | Notes - 2. For delay of every week per milestone, a penalty of 1% of payment for corresponding/relevant milestone would be deducted, provided the delay is attributable to the vendor. The decision of SMC/SSCDL will be binding in this regard. | We propose the penalty of 0.5% of respective delayed milestone amount for per week delay. The penalty should be capped at 5% of the milestone value. Business / Delivery team to negotiate Seek SBU head approval for accepting the penalty clause | RFP terms prevail |
| 487 | 2.6.4, 79 | Missing Clauses | Below clauses are missing, we propose to add the same - Payment terms - Payment terms will be 30 days credit from date of submission of invoice without making any deductions or set-off. Invoice acceptance and disputes - SSCDL shall communicate in writing any disputes in invoices submitted by KPIT | RFP terms prevail |

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| | | | <p>within a period of twenty-five (25) days from the date of invoice, failing which invoices will be deemed accepted. Both KPIT and SSCDL will in good faith provide necessary and relevant information in order to help resolve such such dispute.</p> <p>Seek CFO approval for accepting any deviation from above mentioned terms</p> | |
| 488 | 2.6.4, 79 | Missing Clauses | <p>Below clauses are missing, we propose to add-</p> <p>Milestone acceptance - SSCDL should provide acceptance for milestone delivery with in 7 days otherwise it will be treated as deemed acceptance. All milestone invoicing will be done as per project schedule mutually agreed between KPIT & SSCDL.</p> <p>Change Requests - For any requests from either party identified as Change request, the effort required for the change request will be calculated and will be charged as per price mutually agreed by both the parties.</p> <p>Seek SBU head approval for accepting any deviation from above mentioned clauses</p> | Please refer section 2.6.3.2 page 79 |
| 489 | 2.6.6, 80 | Monthly penalty for missed KPI | <p>We propose that monthly penalty should be capped at 5% of the monthly invoice value.</p> | RFP terms prevail |

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| | | | Business / Delivery team to negotiate appropriately | |
| 490 | 2.6.6, 80 | <p>b)Penalty for missed KPIs (up to 3) in a particular month: 5% deduction of relevant implementation milestone/monthly support cost</p> <p>c) Penalty for missed KPIs (up to 6) in a particular month: 10% deduction of relevant implementation milestone/monthly support cost</p> | <p>KPIs are applicable to Support phase as per clause 2.6, hence the penalty should be applicable on Monthly support cost.</p> <p>We propose to delete "implementation milestone"</p> | RFP terms prevail |
| 491 | 2.6.7, 81 | SLAs will be measured during the support phase and implementation phase as defined in the section 2.6.1 | <p>Business / Delivery team to check if SLAs will be applicable for implementation phase as well?</p> <p>Also Clause 2.6.1 does not define the measurement of SLAs. Business / Delivery team to check and get clarification from customer.</p> | RFP terms prevail |
| 492 | 2.6.7, 81 | Support Service Level Agreements and Penalty | <p>Business / Delivery team to check all the SLAs and negotiate appropriately</p> <p>We propose Penalties should be capped at 5% of monthly support charges</p> | RFP terms prevail |
| 493 | 2.6.11, 83 | Penalty : Clauses (a to f) | <p>KPIT should not accept these Penalty clauses as</p> <p>1) Penalties on Implementation and support phase are defined. 2) All these clauses mention that penalty will be upto 10% where the decision of Penalty % will be solely with SSCDL as per sub-clause</p> | RFP terms prevail |

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| | | | (h). | |
| 494 | 2.6.11, 83 | Penalty : Clause g | We propose that the cumulative penalties in implementation phase and support phase and penalties in this clause (if agreed) together should be capped @ 5% of total Contract value. | RFP terms prevail |
| 495 | 2.6.11, 83 | Penalty : Clause h | we would like to delete this clause | RFP terms prevail |
| 496 | 2.6.11, 84 | Penalty : Clause i | KPIT should get payment for all the charges for services till the date of termination and un-recovered value of investments. Business / Delivery team to negotiate. | RFP terms prevail |
| 497 | 3.2, 85 | The proposal should be valid for acceptance for a minimum period of 180 days from the Bid Due Date/Bid Submission Date (the "Proposal Validity Period"). If required, Authority may request the bidder to have it extended for a further period. | As per standard KPIT Terms, the bid validity is for 3 months. | RFP terms prevail |
| 498 | 3.3, 85 | GOVERNING LAW AND JURISDICTION | Legal team to check | Query not clear |
| 499 | 3.11.8, 90 | In case of Termination due to Selected Bidder's Event of Default, the Authority shall have right; - To forfeit the Security Deposit in full. - To appoint another Bidder. In such case, selected bidder will need to handover to | KPIT does not accept this clause | RFP terms prevail |

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| | | SSCDL or appointed bidder as per clause 3.11.18 under this section. | | |
| 500 | 3.11.10, 91 | - Delivery conditions are not met within the specified time period; | If Delivery conditions are not met within specified time period, there are other remedies available (SLA penalties etc.) apart from Termination of the contract. | RFP terms prevail |
| 501 | 3.11.10, 91 | - If the bidder fails to perform any other obligation(s) under the contract | This is a very vague term. | RFP terms prevail |
| 502 | 3.11.11, 91 | If the Bidder does not execute the contract to the satisfaction of the SSCDL , then the SSCDL may invoke any or all of the following clauses. | "To the satisfaction of SSCDL" is very vague term. We propose that it should be "as per terms and conditions agreed in contract" we do not accept this clause. | RFP terms prevail |
| 503 | 3.11.11, 91 | Forfeit the Security Deposit Amount | we not foreiture accept this clause | RFP terms prevail |
| 504 | 3.11.11, 91 | - Terminate the contract without any liability of SSCDL towards the Bidder. | KPIT should not accept this clause. | RFP terms prevail |
| 505 | 3.11.11, 91 | If the Bidder does not execute the contract to the satisfaction of the SSCDL , then the SSCDL may invoke any or all of the following clauses. | KPIT needs exit for non payment of dues | RFP terms prevail |
| 506 | 3.11.12, 91 | IPR | Legal team to check | Query not clear |
| 507 | 3.11.26, 93 | Non-adherence to above clauses within the said resource deployment plan will be considered as Absence of employee. For each day, the absence of resources may | Business / Delivery team to get clarity on the penalties and calculation for the same. Note that these penalties are over and above the penalties on SLA / KPIs. | RFP terms prevail |

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| | | invite a penalty as billing rates submitted as part of BoQ. | The penalties in aggregate should be capped at 10% of the contract value. | |
| 508 | Appendix 3, 159 | In consideration of the payments to be made by the Authority, the FIRST PART to the Successful Bidder, the SECOND PART as hereby covenants with the Authority to provide services and deliverables in conformity to the bid documents referred as per the RFP. In case of <u>failure of the Successful Bidder to deliver the products/services, the Authority is authorized to get the work done from third party at the cost and risk of the SECOND PART.</u> | we do not accept this clause. As per this clause there is no cap on KPIT liability. | RFP terms prevail |
| 509 | 6.1.2 Page 107 Point No.8 | SEI CMMI Level 3 | Please make Second Member Of Consortium (if any) to have An Active SEI CMMI LEVEL 3 / ISO CERTIFICATE (As On Date Of Issuance Of Bid) | RFP terms prevail |
